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Is IT Still Seen As The Place To Be?

Less Excitement Could Bring A Talent Drought

by Elizabeth Millard

ALTHOUGH THE TECHNOLOGY industry has bounced back from the bad old days of the dot-com crash, the exodus of skilled employees from IT-related fields is still being felt.

As demand for talented, tech-savvy individuals grows, the number of college grads in areas such as programming and network support isn't keeping pace. And, experts warn, the situation is likely to get worse before it gets better. Even Microsoft Chairman Bill Gates has expressed anxiety over the issue, asking why physical education, not IT, is the fastest growing major in colleges and universities.

Tough Times

In addition to the lingering effects of the dot-com boom and bust, the state of IT is also being affected by outsourcing and automation, which is negatively affecting perception of the field, says IT consultant Ann Westerheim, president of Ekaru.

"Offshoring and automation are certainly having an impact on the jobs landscape, but



students need to remember that the United States is the leader in technology innovation, and change doesn't necessarily mean a decline," she says. "It means that there will be a shift in the areas of greatest need."

If programming jobs are taken to other countries, for example, then demand will build in such areas as network administration and project management. But just because there are these shifts in skills does not mean that perceptions are shifting as well. Many outside the industry still see the IT field as less alluring than it once was.

Room To Move

For those who specialize in IT, as opposed to companies trying to hire technology-minded employees, the coming talent drought may actually be advantageous. Much like the early days of the dot-com revolution when businesses were clamoring for Internet-savvy

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When The Lights Go Out

Power-Intensive VoIP Equipment Requires Proper Power Precautions

by Ericka Chickowski

WHILE VOIP HAS been making headway in technological improvements, it still isn't perfect. If it were, everyone would have deployed at this point. In the past some people had pointed to the lack of 911 support as VoIP's Achilles' heel, but that small stumbling block has been addressed by the industry. Instead, one of VoIP's biggest weaknesses when deployed in the enterprise is not even a communications technology issue, it is a power issue. The oft-forgotten downside of VoIP is the fact that when power goes down, so do the phonesif your organization isn't prepared, that is.

Can You Afford An Outage?

Power reliability is always an issue for IT networks. When systems go down or Internet connection is lost, productivity plummets. Businesses lose thousands as employees

When systems go down or Internet connection is lost, productivity plummets.

twiddle their thumbs. Usually in past cases of IT downtime, there was always one service that workers could count on being online: the phones. Rather than writing emails, working on the database, or otherwise focusing on computer-based tasks, powerless users would at least be able to salvage some productivity by catching up on phone calls.

That prospect could all change if a business implements VoIP without considering power implications. According to a recent Cisco study, the typical user site experiences at least 15 power incidents every year. If the phones go down each time one of these incidents occurs, IT will undoubtedly have to answer to red-faced managers.

This is why it is imperative that power equipment be figured into TCO projections for VoIP rollouts. If the cost of Go to Page 10, Column 1

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Career Advice From The Experts

The number of new computer science graduates is declining. Demand for H1-B visas is increasing. And Microsoft says it's hard to find Americans with the IT skills it needs. What's going on? We take a look at what you can do to build your data center career and encourage others to join the IT ranks.

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is the most secure wireless access point. Emerson Network Power introduced an Internetbased remote monitoring gateway. ■ Harris released STAT Guardian Vulnerability Management Suite 6.4. ■ HP introduced multiple new Storage-Works products and services designed to improve SAN availability.

IBM introduced a line of new servers, including the IBM xSeries 100. ■ IC Soft

released icTracker version 6.3, its project management, task management, and bug tracking software. ■ Microsoft announced System Center Data Protection Manager, the next step forward in the company's Universal Distributed Storage strategy. ■ NCircle announced the next generation of its Security Intelligence Hub along with version 6.5 of its nCircle IP360 vulnerability and risk management system.

Palm and Microsoft announced the new

■ Quantum's new DPM5500 is a storage-based backup and restore appliance for networks.

CDMA-based Treo smartphone on Windows Mobile.

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NASCIO Annual Conference

October 16-19 San Diego, Calif. www.nascio.org

. Gartner Symposium/ITxpo

October 16-21 Orlando, Fla. www.gartner.com

HP Technology Forum 2005

October 17-20 Orlando, Fla.

www.hptechnologyforum.com

Training Fall Conference & Expo October 17-19 Long Beach, Calif. www.vnulearning.com

. ASCDI Fall

October 19-22 Chicago, III. www.ascdi.com

IT Expo October 19-20 Anchorage, Alaska www.sourdough.net

. Technology Managers Forum's Enterprise Forum 2005

October 20 NewYork, N.Y. www.techforum.com

. **TELECOM 05**

October 23-27 Las Vegas, Nev. www.ustelecom04.com/conference05

. Internet Telephony

Conference & Expo October 24-27 Los Angeles, Calif. www.tmcnet.com/voip/conference

.

Storage Networking World October 24-27 Orlando, Fla. www.snwusa.com

Enterprise Architectures Conference

October 25-27 Las Vegas, Nev. www.dci.com

Conference For Help Desk

Professionals October 26-28 San Diego, Calif. www.dci.com

Kansas City ITEC 2005

October 26-27 Kansas City, Ks. www.goitec.com

. Technology + Learning Conference

October 26-28 Denver, Colo. www.nsba.org Visit Processor at Booth #1006

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ISPCON October 28-30 Santa Clara, Calif. www.ispcon.com

- NOVEMBER -

Atlanta ITEC 2005 November 2-3 Atlanta, Ga. www.goitec.com

Business Process Management

Conference Series November 2-3 New York, N.Y. www.brainstorm-group.com

Business Rules Symposium Series

November 2-3 New York, N.Y. www.brainstorm-group.com

. Nearshore & Offshore Outsourcing

Conference Series November 2-3 New York, N.Y. www.brainstorm-group.com

. Service-Oriented Architecture **Conference Series**

November 2-3 New York, N.Y. www.brainstorm-group.com

MarketPlace - NEWS





Sun & Google Join Forces

GOOGLE AND SUN Microsystems announced plans to collaborate on promoting each others' Web-based applications and software. The companies will explore options to improve and promote Sun technologies, including its open-source software, and Sun will offer the Google Toolbar in downloads of its Java Runtime Environment. Experts believe this deal is part of a larger plan that will involve Sun assisting Google in creating a network to offer Web-based applications. Analysts say the deal will help both companies compete with Microsoft, although neither company mentioned Microsoft at the news conference announcing the plans.

Symantec To Acquire BindView

SYMANTEC PLANS TO buy BindView Development, an IT security compliance software vendor, for \$209 million. BindView's software helps companies with compliance by automating policy and compliance management, vulnerability and configuration management, and directory and access management. Symantec says with the addition of BindView's software, the company will be able to give customers a more comprehensive security and policy compliance offering.

Workers Playing Hooky

AN ONLINE SURVEY FROM CareerBuilder.com showed that 43% of workers in the United States have feigned illness to skip work in the past year, up from 35% last year. The most popular reason for skipping work? A chance for relaxation and to catch up on sleep. Wednesday was the most common day for being "sick," with 27% of employees opting to break up the work week with a sick day. The results of the survey indicate that employees may be confusing vacation days and sick days; one-third of respondents view them as the same thing. Employees can pay the price if they aren't careful though; 23% of bosses that responded to the survey reported firing an employee for missing work without a valid reason.

■ Yahoo!, EC To Compete With Google

THE EUROPEAN COMMISSION has launched an effort to digitize Europe's heritage and make it available to all European citizens. The project will incorporate books, videos, speeches, and music and is aimed at three key areas: digitization, online accessibility, and digital preservation. Yahoo! also announced its plans to digitize books in public domain archives and eventually make them searchable. The company's plans are similar to Google's, but by scanning only books in the public domain and those where the copyright holder has given express permission, Yahoo! hopes to avoid the copyright concerns Google faces.

Australia Proposes Smart Cards

IN AN EFFORT TO DECREASE ID theft and cut administrative costs, the Australian government is working on a proposal for issuing smart cards to millions of its citizens. Under the project, government services and concession cards would be replaced with cards that use smart

chip technology and have a picture of the card carrier. The project's estimated cost is about \$500 million in Australian dollars (\$380 million U.S.). Government officials are hoping to introduce the new program in about two years.

California Passes Anti-Phishing Act Of 2005

CALIFORNIA HAS APPROVED A law making phishing a crime punishable by thousands of dollars in fines. The Anti-Phishing Act of 2005 is the first law of its kind in the United States. Under the new legislation, phishing victims can seek \$500,000 or the cost of the damages they suffered, whichever is greater. In addition, government prosecutors are allowed to seek up to \$2,500 for every phishing offense. Analysts predict the law will not immediately reduce phishing attacks, but they say attacks may decrease once phishers see the law working.

Unattended PCs Pose Security Risk

ORGANIZATIONS OFTEN underestimate or even ignore the security risk unattended computers and workstations pose. Jay Heiser, Gartner research vice president, points out that companies protect themselves from security breaches from outside the firm but often overlook the internal threat. Heiser suggests requiring employees to log off when they leave and log on upon return. An automatic time-out is another option, as are proximity tokens that users wear around their necks. The tokens automatically log off the user when she steps a predetermined distance away from the PC.

Silicon Valley Sees Outsourcing Increase, Flat Job Growth

More than 50% of Silicon Valley firms outsource at least some of their IT and support services, according to the Santa Clara University Business Index, and the local jobs picture is taking a hit as a result, researchers say. India was the big winner, with more than 23% of Silicon Valley companies outsourcing there. Sales and support have seen the biggest increases in outsourcing, while manufacturing and customer support have actually seen a decline in the outsourcing rate.

Software Pirate Reaches Agreement

LI CHEN, OWNER OF Microsource International, has agreed to pay about \$1.1 million in restitution to Symantec (\$1 million) and Microsoft (\$95,000) after pleading guilty to one count of trademark infringement. In late 2004 the FBI and the Houston Police Department found more than 5,100 copies of pirated software from Symantec, as well as documents showing sales of counterfeit Symantec products worth more that \$9.9 million. Microsoft worked with Symantec in support of efforts from the FBI and Houston's police force on the case.

FCC Again Extends 911 Deadline

VoIP SERVICE PROVIDERS now have until Oct. 31 for customers to acknowledge the potential problems of using emergency services on VoIP phones. VoIP operators previously had until Sept. 28 to get 100% of their customers registered. But the FCC now decided to waive the enforcement for VoIP operators who have received acknowledgement from 90% or more of their subscribers. About one-third of VoIP providers are still below the 90% level. Customers who fail to acknowledge e911's limitations risk losing their service or having restrictions placed on use.

Gates, Ballmer Salaries Rise

A REGULATORY FILING from Microsoft shows that Bill Gates has topped the \$1 million salary mark for the first time. Gates earned \$600,000 in salary and \$400,000 in bonuses in the most recent fiscal year, an 11% increase from the previous year. CEO Steve Ballmer has also surpassed the \$1 million mark, earning the same as Gates, as did three other Microsoft execs-Kevin Johnson, former sales chief, new divisional president (\$1.05 million); Jim Allchin, Windows chief, new divisional president (\$1 million); and Jeff Raikes, Information Worker chief, new divisional president (\$1.15 million).

Oracle Takes On Salesforce.com

SPEAKING AT A CLIENT gathering in New York, Oracle President Charles Phillips said it'd be "more fun to crush" Salesforce.com than to purchase the company. Oracle has made a number of recent high-profile purchases to diversify, which prompted many analysts to predict the company would purchase Salesforce.com. Phillips tried to put an end to that speculation saying Oracle sees "a lot of ways to compete with" Salesforce.com.

This information provides a quick glimpse of current and historical stock prices and trends for 16 major companies in the technology market.

Company	Symbol	Year Ago	Sept. 28 \$	Oct. 5 \$	% change from previous week
Avaya	AV	\$13.89	\$10.07	\$10.97	▲ 8.94%
BEA Systems	BEAS	\$7.67	\$8.39	\$8.68	▲ 3.46%
Computer Associates	CA	\$27.85	\$27.38	\$27.13	▼ 0.91%
Cisco Systems	CSCO	\$19.53	\$17.92	\$17.50	▼ 2.34%
Dell	DELL	\$36.66	\$33.94	\$32.59	▼ 3.98%
Electronic Data Systems	EDS	\$20.49	\$22.14	\$22.45	▲ 1.4%
Google	GOOG	\$137.08	\$306	\$310.71	▲ 1.54%
HP	HPQ	\$19.18	\$28.52	\$27.45	▼ 3.75%
IBM	IBM	\$88.04	\$79.50	\$79.80	▲ 0.38%
Intel	INTC	\$21.13	\$23.95	\$24.07	▲ 0.5%
McAfee	MFE	\$21.60	\$30.74	\$31.09	▲ 1.14%
Microsoft	MSFT	\$28.53	\$25.67	\$24.67	▼ 3.9%
Oracle	ORCL	\$12.24	\$12.20	\$12.17	▼ 0.25%
Red Hat Software	RHAT	\$13.87	\$16.52	\$20.48	▲ 23.97%
Sun Microsystems	SUNW	\$4.31	\$3.88	\$4.21	▲ 8.51%
Symantec	SYMC	N/A	\$21.47	\$22.59	▲ 5.22%

NOTE: This information is meant for reference only and should not be used as a basis for buy/sell decisions.

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BUYERS' GUIDE

MARKET WATCH

Buy A VoIP System For Features

Savings May Be Small To Start, But Productivity & Customer Relations Advantages Are Real

by Steven S. Ross

THINKING ABOUT upgrading your phone system to VoIP? You're not alone. In 2004, says the Yankee Group, 20% of new business phone lines were VoIP. On the domestic side, Vonage, the nation's largest VoIP provider to the home, announced its millionth customer last month.

VoIP offers many advanced features of particular interest to organizations with a mobile workforce. Your office voicemail, for instance, can be automatically forwarded to you on the road as email attachments. The system can be programmed to call other lines to reach the employee ("find me, follow me"). Conference calls are easy to set up. Video is possible. A computer consultant can integrate phone time with client billing for that time. Most companies see early savings in international long distance calls, as well. What's more, call quality on a good VoIP line is indistinguishable from quality on a conventional, switched, telephone network.

Vendors are making the changeover easier too. You can elect to have an outside firm host your VoIP system. You can keep your current PBX and add a VoIP gateway between it and the outside world to reduce your calling costs. You can convert only lines to employees who will most benefit from VoIP, leaving the rest of your system intact for the time being.

But don't do it for the money.

Soft Dollar Savings

Steve Brock, a senior marketing manager at Nortel Networks, says small to medium-sized enterprises

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should "consider soft dollars as well as hard dollar savings, such as speed of response, productivity, and real-time collaboration." For example, he says, "If in-store managers saved two hours a day, they could use that time to grow the business."

Rex Stover, senior vice president for sales at btnaccess, a firm specializing in global IP communications, says, "I don't think most SMEs will save money in the first two or three years. They often have to upgrade LANs to get voice quality. The exception is the really small operation, four or five lines. After the first year or two, as they pay off equipment, they begin to see savings." His company sells hosted services.

"Seven or eight times out of 10, when there's a problem, the LAN

is at fault," Stover says. "Once you get bigger, to more than 50 lines, you have to invest in a quality router and service. You might be OK for 364 days but fail on the day of that first big press release or sales promotion as traffic expands."

The hosting service can test your LAN or recommend a third party. One company that does these predeployment tests is Apparent Networks. The company also offers post-deployment network management and test software.

John Senay, Midwest regional sales manager for VoIP equipment distributor CYLogistics, says companies thinking about a switch to VoIP "should throw out all notions of a traditional PBX. Go to every department and ask every person about what they want. Have a budget in mind, but for the brainstorming, the sky's the limit. Make a list of all your software and hardware on the network. Put it all in a two-page summary and then go looking for a communications platform solution."

Integrate The Features

"Any good VoIP gives you voicemail and unified messag-

responsive to your company's needs. "PingTel offers more insurance but is also open source," Senay notes. "You pay more money for Avaya or Cisco, but you know you can get equipment serviced and ask the vendor questions. But you pay the price."

Like many vendors of hosted services, btnaccess sells three

tend to be concerned only about the liability of offering unlimited calling volume.

Dennis Gatens, director of product management for Carrier Access, also suggests going the hosted route to reduce upfront capital expenses and so that the hosting service can provide advanced features such as video-conferencing. But he also notes that capital costs are falling fast, to \$30 or \$40 for each old-style analog line that "terminates" in a new VoIP gateway.

That price is an average, depending strongly on the number of lines being terminated. Prices continue to fall, but the typical four-line termination costs about \$1,200 today, while 24 lines in the same box cost only \$500 to \$600 more. The maintenance fee, usually about \$100 per box, is



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levels of service. Prices vary around the country, in part because costs of quality data lines differ greatly. But a typical "dial tone-only" hosted VoIP line, suitable for public areas and conference rooms used by outsiders, costs about \$25 a month. Voicemail with dial tone is about \$10 more. A full-featured VoIP line would be about \$55 a month. Nationally, prices have dropped about \$20 a month per line since last spring. Stover says, "I get quality lines for the SME systems I host at about the same price they would pay—\$450 to

often payable upfront and covers maintenance for the life of the equipment. You'll still need VoIP phones to take full advantage of all the new VoIP features the gateway makes possible. The handsets cost \$100 to \$250 each, depending on features.

Sandra Ximena Diaz Hoyos, president and CEO of Smart Network Solutions, says her firm puts "a gateway to use the VoIP services in front of the PBX and also offers all the software" to take advantage of VoIP features for a subset of employees who need them most. An IP PBX solution with new IP phones for 50 people, perhaps in sales, for example, will typically cost \$8,000 to \$15,000 for software and hardware, on a turnkey basis.

Expect the handsets to get more and more sophisticated as technologies continue to evolve and advance. Carrier Access' Gatens says, "We believe that a carrier's ability to add services depends on its ability to move the 'demark' to the desktop or handset." The demark is phone company jargon for the boundary between your company and the worldwide network.

To see *Processor* Showcase advertisements for products in this category, look in the Solution Index on page 2 and find the Telephony ads under Software and Communications.



Buying Tips

- Consider all the options: VoIP services hosted by a third-party, replacement of all or part of an existing PBX with VoIP-capable switches, or adding a VoIP gateway in front of an existing PBX.
- Switch only the phone lines of employees who would most benefit from VoIP services and then expand VoIP as needed.
- Budget for advanced handsets, including handsets with emergency battery backup built in.
- Budget for software that integrates VoIP services with existing services such as billing and CRM.
- Upgrade your LAN as needed to provide acceptable quality of service and battery backup to power the network in case outside power fails.
 Bandwidth is often not the problem, but old switches and routers can create bottlenecks.
- Specify Session Initiation Protocol for your VoIP system rather than the older H.323 standard. H.323 is harder to implement, and most new VoIP features are being done with SIP. SIP is, however, harder to implement with firewalls.
- Beef up your IT operation if necessary to make sure it has the horsepower to implement VoIP.

ing," Senay says. "But you have to figure out how to integrate the features with the rest of the organization, like customer relations and the sales force. Maybe they want a portable phone with a barcode reader to take inventory." Among the companies offering CRM integration services is Network Programs, a company offering global solutions, services, and products.

Senay also warns, "You also have to inventory your company's skill set. Do you have good inhouse IT or do you outsource a lot of it? You may have a staff to handle the existing PBX, but IT will almost always end up running the VoIP."

SMEs, Senay says, have to consider what he calls "price-performance insurance." Asterisk, for instance, provides opensource software, with many hardware vendors participating. But the software side may not be

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\$750 a month for a T-1. But I've checked those lines carefully" for quality.

Local calling, with "local" defined over a wider area than a conventional telephone company usually defines it, is typically unlimited in a hosted plan. Hosting services usually put a limit on within-U.S. long distance, but it is a big limit—1,000 minutes per month or more. Services will often expand that substantially at no extra cost if you ask. They

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Building Your Data Center Career

Five Ways To Help You Become Better At What You Do

by Ericka Chickowski

NO MATTER HOW LONG they've been in the industry, most data center professionals could use a little career help. Unfortunately, when most people think "professional development," they almost always think of ways to make themselves look better on paper. The first, and often only, options they consider are more classes and certification.

But extra training isn't the end-all, be-all of career advancement. If you are an IT professional looking to make your way up the ladder, it is important to consider the intangibles. Sometimes it is the things your employer may be unable to quantify, such as improving communication or working with a mentor, that can make the difference between getting stuck in a dead-end position and moving on up.

You Can Do It

Career advancement doesn't start in the distant future with some plum assignment just falling in your lap. It starts today, by improving daily skills, excelling in the most mundane tasks. Doing so will allow you to get these duties out of the way with enough time to take on other projects that can get you noticed.

Tony Hopkinson, a 20-plus year veteran in the industry, says that being available to go above and beyond in all of his jobs is what has allowed him to excel over the years. "Almost everybody looks better than me in terms of qualifications," Hopkinson says. "I never finished my degree. I've done a few courses but haven't got a cert to my name."

Hopkinson is one of the old order who has very few official certifications and has still been able to move up the food-chain by stepping up to new challenges and learning on the job. Today he is senior developer for Sage Accounts Division in the United Kingdom. Hopkinson says the No. 1 thing that a person can do to improve her career

is to say "I can do it" when a new challenge is presented on the job.

"I've certainly been at the right place at the right time, but I've made myself the right person," Hopkinson says. "Anyone should know his limits, and business constraints restrict you even more, but the ability to be creative requires you to attempt something and learn from its failures. If you're scared of failing, you will sit at your desk paralyzed with fear, and nothing will get done."

Mike Sisco of MDE Enterprises says that an even better way to impress is to take the can-do spirit a step further: Offer solutions before the problems have even been posed. "The key in my mind is to try to do things where you are more proactive," says Sisco, an IT career advisor. "It is very easy to be reactive, and when that happens, activity will fill the day."

Sisco, who founded his IT management and career consulting business after several decades in the industry and multiple stints in management and C-level positions, believes that those who seek out better project experience are the ones who can best build their careers in IT. "Learn about project management," he says. "If you become a manager, it is the key to being credible."

Communication

If there is one thing that each and every IT professional can improve, it is his communication, Sisco says. "There is a real bad problem in IT that all of us suffer from—I'm looking in the mirror on this one," he says. "The problem is that most of us tend to be introverted."

Sisco believes that one of the fastest ways to improve career prospects is to work on communications skills. Not only does it help you to do a better job at what you do every day, but it will also help you articulate to your bosses how you are doing this. Best of all though is the fact that it will allow you to communicate with the people that matter most: your end-user clients.

"Too many of us focus on the technology," he says. "In my mind, client satisfaction is the measurement to determine how well you are doing your job."

Find A Mentor

Sisco says that one of the best pieces of advice he ever got was during one of his first days on the job at IBM many decades ago. "I was paired up with senior people and told to watch how they handled customers, to pick out the positives and emulate them," he says.

Today Sisco remembers that on-the-job experience when advising people about their careers. "Find someone that can be your mentor," he says. "People in IT are usually willing to help one another, but a lot of times they don't recognize the need or take the initiative to do so."

Sisco says that this again stems from most IT folks being introverted. By making an effort to make nice with the grizzled vets, you'll be putting yourself a notch above the unguided people unwilling to ask for help. "Find anyone in or outside the company that has done the things you aspire to do," he says. "It is much easier to grow if you are working with someone with more experience."

Join A Professional Group (Or Two)

Finding a mentor isn't always so simple for those who work in a small business environment. Sometimes it is difficult to find a guru to learn under when you only have a few other people working in a data center with you.

Fortunately, there are plenty of avenues to learn outside of the job. There are numerous professional organizations out there that can not only help you find a mentor but also offer camaraderie with likeminded techies and even some solid learning programs.

In order to get the most out of your money, it may even be advantageous to join more than one group. "I'm a member of several organizations, and I derive different benefits from each," says Brian Reithel, president of the board of directors for the Association of IT Professionals, one of the industry's oldest professional organizations. "I think a person ought to belong to a minimum of two organizations. The first should be a general IT organization that provides breadth—something that AITP provides nicely. Then join another group that aligns more closely to [your] specialty."

Career Planning

Many IT professionals, whether in or out of the data center, can sometimes be so consumed by their work that they forget the goals they are working toward. Sisco says that it can help to take a step back every once in a while to assess where they would like their career to move.

As the head of MDE, he helps professionals create a career plan that is at least two years out. When developing a plan, he suggests thinking about the type of work a person most likes to do and then develops a path that allows them to focus on that work.

Sisco says, "The question that needs to be asked is, 'What makes you jump out of bed in the morning?" This passion will move you toward greater success and can help prevent decisions that will make you unhappy.

"Some folks almost feel forced to think that they need to become a manager," he explains. "And for some people that shouldn't be the case." By planning in advance, you will be able to decide with a clear head whether management is the best position, before a take-it-or-leave-it opportunity presents itself.

Career advancement doesn't start in the distant future with some plum assignment just falling in your lap.

No matter what you do every day, it is critical to keep things in perspective. Hopkinson explains that rather than thinking in terms of job security, which can sometimes be paralyzing, think in the liberating terms of career security.

"You can put in an extra eight hours a day, take more degrees on spare weekends, walk your boss' dog, let the CTO win at golf, and none of it will save you if the bean counters deem you surplus to requirements," he says. "Get skills, get experience, learn the business environment you are in, make your self potentially valuable to your next employer. There will almost certainly be one."

Become A Better Manager

Mike Sisco of MDE Enterprises not only advises people about how to make their way up the IT career ladder, he also helps them once they've reached the top. "I teach people how to be better managers," he says. The following are a few suggestions Sisco offers to his clients and students.

When you step in, take it slow. Sisco says that one of the biggest mistakes new managers make when they step into a new role is rushing to make changes before they can assess the situation. In many cases, they'll begin revamping in an area which they know the most about. For example, an infrastructure specialist will immediately make tweaks in the infrastructure because he or she knows what needs to be fixed right away. Unfortunately, sometimes there is another area of the business that could have used more immediate assistance. By taking the time to assess where the business is with all of its technology, a new manager can better prioritize.

Tell your employees why. If you really want to see your employees perform well, don't just tell them to do something. Tell them why they are doing it.

Put measurements in place. IT people tend to be very numbers-oriented people, but when it comes to determining departmental success, too many of them fall short of quantifying their performance. Sisco believes that it is critical for IT managers to let their employees know their priorities and then to actually find measurables to determine how well the employees are living up to the task. These measurements could be anything from counting how many issues crop up in a month to how fast it takes to respond to clients. Once something has some kind of number attached to it, get the word out about how well the department is doing.

Review performance regularly. Sisco suggests sitting down with employees and laying out what is expected of them very early on. Using the measurables you've put into place, you should be able to concretely discuss performance issues when it comes time to review performance.

Is IT Still Seen As The Place To Be?

Continued from Page 1 people, Web developers and programmers suddenly became hot commodities.

Although the days of foosball tables and formidable signing bonuses may not come back around, there will be advantages for those in the field when skilled employees are needed and there are fewer qualified candidates, says Gretchen Cook of CompTIA.

"Practically every high-growth industry has a technology component or will have one in the next few years," Cook notes. "Also, there are more people retiring than entering the workforce. That will have a significant impact on IT, as well as other industries."

For those with experience in the field, the next decade could bring

another boom, albeit a much smaller one than that seen in the late 1990s. This time demand will surge, but with fewer college students seeing those opportunities, existing IT staffers will have the most benefit.

Learning To Cope

Companies that are concerned about the potential dearth of IT employees may be justified in being anxious, but they don't have to feel powerless. Even if most college-bound kids don't think IT is the place to be, companies can at least make sure that those who are interested in the field have a chance to explore it.

In several states companies have been forming partnerships with community colleges, according to

Processor.com

Cook. These bonds result in classes that are tweaked for what the business needs and subsequently become an excellent pool for selecting new employees.

Another trend has been in companies looking for a combination of coursework and certifications, Cook noted. Although IT employees with certifications are always sought after, some companies have decided not to wait until candidates have enough training and experience under their belts. "There's a movement toward recruiting early and then helping the employee to finish their education through tuition reimbursement," says Cook.

Initiatives such as these could help put a bit more interest in the field at some companies, but the industry itself does have a long road ahead, says John Challenger, chief executive of outplacement firm Challenger, Gray & Christmas.

"One of the things that drew so many people to technology was

the excitement of the era, the feeling that they were getting in on the ground floor of something really new and revolutionary," says Challenger. "They wanted to be involved in a phenomenon that

was changing the world." Before the bottom fell out of the market, IT was the place to be, but only partially because of technology. The other reasons that made it a hot field were the amount of attention being showered on it, the

rise of "chic geek" thinking, and the allure of large salaries. If IT wants to regain some of that luster, Challenger notes that the industry has to figure out a way to bring back that sense of a revolution.

"Technology needs another wave for IT to be the 'place to be' again," Challenger believes. "It's a good place to make a career, but without that excitement, fewer people entering college will realize that."

IBM's Job Matching Tool

The coming talent drought is causing some companies to think creatively about how to keep their employee pools filled. One of the most notable efforts comes from IBM, which has created an online tool that matches recent college graduates to jobs at the company, as well as its partners, which number in the thousands.

The program was created as a response to declining rates in enrollment in university computer science programs. IBM hopes to lessen the gap between skilled IT professionals and the number of open jobs by becoming its own IT headhunter. In addition to matching candidates to careers, it also offers résumé and interviewing tips.

When The Lights Go Out

Continued from Page 1

power equipment isn't spent on the front end, the exponentially higher cost of downtime will be spent on the back end. Not convinced? Consider this: Just this year, the NIST issued five major recommendations when it comes to business deployment of VoIP. The following was one of the five: Evaluate costs for additional power backup systems that may be required to ensure continued operation during power outages.

"Costs may include electrical power to maintain UPS battery charge, periodic

The problem of backing up VoIP power doesn't stop at the handsets.

maintenance costs for backup power generation systems, and cost of UPS battery replacement," says the government report issued in January. "If emergency/backup power is required for more than a few hours, electrical generators will be required. Costs for these include fuel, fuel storage facilities, and cost of fuel disposal at end of storage life."

While these precautions are often par for the course when it comes to power backup preparation at large enterprises, many small to medium-sized enterprises are woefully unprepared for power events. According to Emerson Network Power, more than 60% of SMEs polled don't use UPS protections for their networks. If you are in this camp and have decided to implement VoIP, it might be time to change your ways.

Juicing The Phones

So why are VoIP phones different from PSTN or PBX phones? The reason is that all PSTN and most PBX handsets get their power supplied through the standard wiring. While the PBX back end may be dependent on a UPS to keep the entire system running, the phones themselves are generally self sufficient.

This is not true for IP phones, which require some kind of power source to stay up. On top of that, all of the network infrastructure that supports the phone systems, such as routers and switches, must also be protected from power outages. So the VoIP power backup effort becomes two-pronged, providing protection for the phones and for the systems that run them.

Power Over Ethernet

There are two options when it comes to providing power to IP phones. The first is to use power adapters and plug them into the facility's power grid. In this case, a separate UPS desk unit must be provided for each phone that requires availability during power interruption. The second choice is to supply power through the Ethernet lines. PoE allows for greater flexibility in terms of power backup. By feeding the handsets with juice through the wiring, administrators are able to consolidate the power required to run these units. As a result, a single rackmount UPS in the wiring closet can be used to back up all of the handsets in a group. Unless an organization is small, this solution can provide significant savings over the plan to provide UPS units per phone. But more importantly, the consolidation will allow IT to keep a better eye on backup equipment and build more redundancy and availability into the environment.

A number of companies offer appropriate UPS choices for wiring closet setups. The one you choose will need to support the sum of the watts ratings of the loads supported by the IP telephony equipment supported on the racks in question. Most setups will draw between 500 and 4,000W single phase at 120VAC or 208VAC. To support this range, anything between a single rack all the way to a five-rack (5U) UPS will be necessary.

APC offers a number of models appropriate for this type of setup. On the smaller end of the scale is the APC Smart Online UPS, a 1U unit for less complicated load setups. If you are looking for more reliability, the 4U APC Symmetra RM is a choice that can offer up to 99.999% reliability.

TrippLite also has a range of UPS products specifically designed and released to address VoIP needs. The SmartPro lineinteractive model is a 3U unit that can simultaneously back up 120VAC and 208VAC equipment. Two SmartOnline UPS models offer true online conditioning of power. The first, a 5U unit, offers support of 208VAC, while the second, a 7U unit, offers support for both voltages.

As mentioned before, the problem of backing up VoIP power doesn't stop at the handsets. Regardless of whether you are consolidating backup through a PoE setup, there will be a need for a rackmount UPS for the infrastructure that supports these handsets.

Targeted Availability

While it may be sufficient to depend on existing network UPS and generator setups, some experts believe that more is needed. Viswas Purani of APC notes in the whitepaper "Power and Cooling for VoIP and IP Telephony Applications" that it makes sense to provide "targeted availability" for the mission-critical IP telephony infrastructure.

"Even though the data center may have its own UPS and generator, many times it might be appropriate to provide for a separate, redundant UPS with longer battery backup time for the IP telephony equipment," he says. "Identify and group the IP telephony gear requiring longer runtime and higher availability in a separate area, in separate racks within the data center." By doing so, an organization can provide maximum availability without spending a fortune on backing up the entire enterprise in this fashion.

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The Best Data Center Training

Choosing The Right Path

by Christian Perry

WITH THE SWARM OF varied IT training courses and certifications available today, the challenge doesn't lie in completing the training itself but in choosing training that's most effective and cost-worthy. Virtually unlimited training options force employers and students alike to delve carefully into the trends surrounding tech-based learning, so they can make the right decisions.

Modern training isn't all just talking heads and listening ears. Because courses deliver mass amounts of information to get students up to speed quickly in the latest technologies, some experts now feel that money is best spent on IT training that works to keep learned knowledge intact after the training stops.

"An aspect we've found that's particularly troublesome is the amount of retention people have after learning something," says Ramon Smitherman, president of Dream Catchers, an IT training and consulting business. "Typically after a day to two days, retention can be only 20% to 30%. So you've spent a lot of money on training, and the employee comes back the following week, you put him in the work force, and you see him thumbing through books and looking up stuff because he's only retained maybe 20% of the knowledge."

To combat the forgetfulness, Smitherman's firm uses a high degree of interactivity, role-playing, exercises, and other mechanisms that help to directly involve the students in training. Computer-based training is used after the initial training to refresh the knowledge and keep it alive.

Smart Shopping

Whether you're looking to school yourself or employees in noncertified

skills such as WebSphere, Microsoft .NET, SQL Windows, or Active Server Pages or seeking one of today's hottest certifications such as CCNP, MCSE: Security, RHCE, MySQL Core Certification, or CCIE, it's crucial that training investments

aren't made for the sake of training.

Of course, if you're considering

switching jobs and need a certifica-

tion to get your foot in the door, the

piece of paper is a necessity. But dol-

lars are best spent when trainees can

effectively use those skills and pro-

According to Smitherman, certifi-

cation isn't necessarily a measure of

effectiveness, but it does have distinct

functions that make the investment in

training worthwhile. For starters it

establishes a baseline of understand-

ing of known skills, such that people

who pass certification tests show they

can at least comprehend the material,

an HR function," says Smitherman.

"It improves morale; it gives a feeling

of credibility to the employees. If

you're getting no improvement in

your career and no certifications to

add to your résumé and you're stuck,

"The other aspect is that it serves as

even if they can't apply it.

vide an ROI.

you're going to become paranoid that you're going to be a dinosaur in the industry. You're going to want to move on to some other company."

A primary element of any successful training program is a curriculum that's relevant, thorough, and flexible, but you should also watch for other characteristics that can help boost the experience. Hands-on training can make an integral difference, as can Web-based training, certificationspecific benefits, and choices such as self-paced and instructor-led training. Depending on your location, you might have access to multiple programs that provide training in the same technical area, so always shop around to see what gets you the best bang for your buck. Ask for

> references and check with colleagues to gauge their feelings on particular training programs.

Avoid The Narrow

Training exists for every discipline, subdiscipline, and microdiscipline on the planet, but that does not mean special-

ized training is the best way to go. In fact, companies such as MindIQ can tailor training to accommodate for multifaceted needs.

"Companies are looking for people who aren't quite as tunneled as they used to be," explains Louis Bernstein, CEO of MindIQ. "You used to have someone who was just a VMS specialist or a Unix specialist. They're (now) looking for people, because of budget cuts, who have multiplatform disciplines."

Investing in training that addresses multiple needs doesn't just apply to the technical side. Smitherman notes that there's now a push for employees who understand both technical and business concepts, so they can consider the impact of what they're doing on the rest of the organization. The stake that's typically driven between these sides has even led to rapid IT outsourcing rates, he says.

"We personally think a lot of that is because IT has gotten out of synch and out of touch with the business. They're focusing on making the technology work without understanding how it really relates to helping the company be more productive, more competitive."

Staying Relevant

Finally, a common concern among trainees is that the market for their training will no longer be relevant when they complete the courses or certification. The good news is that the opposite is often true, because while you'll always be trained on the latest and greatest in technology, your company or the company that hires you might likely be using technology that's significantly older than what you now know.

Yet staying ahead of the curve is always positive because companies bend over backward to snag candidates with knowledge that's one step ahead.

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Opening The Boss' Wallet

As the cost of training courses and certifications continues to rise across the board, convincing your boss to pay becomes an increasingly thorny proposition. Yet many employees find that they can still receive training on the company's dime, and the following tips might help to put you in the same favorable position. A word of caution: Your employer might ask you to sign an agreement stating that you must reimburse the company if you leave within a given time period. In most cases, these agreements are negotiable, so don't sign until you're happy with the terms.

- · Thoroughly research the course or certification and draw up real-world examples of how it will help you perform more effectively in your position. Explain why you'll be more valuable to the company with the training under your belt.
- · Shop around among training vendors to find the best combination of price and learning and keep a detailed list of your findings. Your boss might appreciate the effort and see you're serious about expanding your current skills or learning new ones.
- Strike a deal. Ask if your boss will agree to pay for relevant training after you successfully complete it.
- · Offer to teach other employees the skills you learn in your training. Your boss will likely hold you to that offer, so consider the impact on your own time before taking this approach.

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COMMUNICATIONS

Access Server

■ Moxa introduced its NPort IA series of industrial device servers that connect serial devices to 100Mbps copper or fiber Ethernet networks. NPort IA device servers are equipped with dual Fast Ethernet ports (RJ45, 10/100BaseTX), allowing the device servers to be cascaded for easier deployment. When using an SC connector (100BaseFX) to connect to an Ethernet network, the distance can be extended up to 40km using single mode fiber.

Security

- Barracuda Networks released a new version of its Barracuda Spyware Firewall. Features include more robust content filtering functionality and linked management capabilities. In addition, this version includes the ability to set up the device in an inline transparent mode so that it can seamlessly operate with existing perimeter security devices. The latest version of the Barracuda Spyware Firewall includes an extensive Web site database with 57 categories of potentially high risk and productivity-inhibiting Web sites that administrators can choose to block or allow access to. The Web site database is updated hourly via Barracuda Energize Updates. The new linked management functionally lets administrators effectively manage multiple Barracuda Spyware Firewalls in one interface. The latest version will be automatically deployed to current customers at no additional charge. New customers will receive the new version out of the box.
- ■ e-DMZ Security launched the latest version of eGuardPost, which is a standalone

security management device. Version 1.1 features support for a Java client, as well as Windows (RDP) and Unix/Firewall (SSH) connections. The new eGuardPost also offers full session capture and playback, granular authorization, proxy architecture, a Password Auto Repository, and an Autologin feature. The proxy connections provide added security for vulnerable systems, while eGuardPost's capture logs are automatically encrypted, indexed, and archived.

- eIQnetworks released the ESA (Enterprise Security Analyzer) designed for the security information and event management tasks of large enterprises and service providers. The ESA features Threat Visualization technology, which lets administrators better manage compliance and customize the Analyzer to support thousands of network devices and hosts. The ESA can integrate with existing security infrastructures and introduce new services, such as centralized log management, realtime security event monitoring, reporting, and on-demand forensics.
- Sentivist 5.0 is a new version of a rackmountable intrusion prevention system from NFR Security. Using the company's Dynamic Shielding Architecture, Sentivist 5.0 provides protection against unauthorized network changes and vulnerabilities. It also protects against automated malware, information leakage, and "patch lag window" vulnerabilities, which exist before reported security holes are fixed.

.

■ A new FW/VPN appliance from Stonesoft offers more than 3Gbps of throughput through its 22 ports, each of which supports up to 4,096 VLANs. The SG-4000 can be

.

connected in clusters for high availability and features a hot-swappable, redundant design. The appliance is ideal for large networks, as well as perimeter-based network segmentation duty.

Storage

■ Brocade Communications Services unveiled an array of improvements for its Tapestry WAFS (Wide Area File Services). By utilizing its ability to offer highperformance file access over the WAN for email attachments, Tapestry WAFS eliminates the need to send multiple copies to every remote site. The improved service ensures that single, centrally controlled files are dependably monitored and backed up. The service also consolidates Web, printing, and management services. Brocade also claims that Tapestry WAFS is the only service that optimizes small attachments to provide individual users with rapid file access. Tapestry WAFS is compatible with Windows Storage Server 2003 R2.

Switch

- Targeted at IT environments that require switches to operate under harsh conditions, **AXIOMTEK** expanded its iCOM 4000 family of rugged switches. Capable of operating in an extended temperature range of -34 degrees Celsius to 74 C, the switches support NEMA TS-1/2, IEEE 1613, IEEE 61800-3, IEC 61850-3, and IEC 61000-6-2. All of the switches also offer the following features: failsafe fault-tolerance, a zero packet loss fiber connection, IGMP, VLAN Tagging, and Web management.
- Cisco Systems released its SFS (Server Fabric Switch) series of switches, which use InfiniBand technology to deliver a high

.

performance unified fabric to link servers together in grids of computing resources. Cisco SFS portfolio consists of the following product lines: SFS 7000 Series Infini-Band Server Switches, SFS 3000 Series Multifabric Server Switches, and InfiniBand Host Channel Adapters. The new technologies will bolster resource utilization, provide faster provisioning, and reduce network downtime. The switches combine Infini-Band technology with SFS advance Ethernet and Fibre Channel gateway technology to seamlessly connect server grids with shared LAN and SAN resources.

■ HP made several new ProCurve Networking product announcements. The new products feature HP's scalable and interoperable Adaptive EDGE Architecture, which makes them suitable for any network. The new ProCurve InterConnect Fabric Switches start at \$27,999. The ProCurve Switch 2600-8-PWR with Gigabit Uplink will be available for \$899 this month. The ProCurve Identity Driven Manager 2.0 and ProCurve Mobility Manager 1.0 will be available Dec. 1 for \$5,499 and \$1,999, respectively.

Telephony

■ **DCB** introduced the T-Extender, a small, no-configuration T-1 repeater used to extend T-1 lines from the standard length of 655 feet up to 4,000 to 5,000 feet or more. There are no configuration switches or settings because it is an electrical level amplifier which does not modify the T-1 clocking, framing, or management bits. The T-Extender has two identical ports, and either port may be used as the telco interface or the customer equipment interface.

> Go to Page 16, Column 1

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Continued from Page 15

■ Multi-Tech Systems announced its new wireless CallFinder GSM CF100 series, which will start shipping next quarter. The wireless CallFinder GSM connects to a standard telephone system analog port to enable companies to send and receive calls via cellular wireless networks using their current phone systems. This enables companies to use cell phones to place long distance calls. In addition, companies are able to provide an emergency backup system when the PSTN landlines are out of service. The cellular wireless CallFinder GSM CF100 Series is compatible with most call-processing systems using the system's analog FXS (Foreign eXchange Subscriber) or FXO (Foreign eXchange Office) interface. AT commands entered via the unit's serial port manage and control the CallFinder GSM.

Wireless

■ Berkeley Varitronics Systems released BeeKeeper, an 802.11b receiver, and all the necessary Windows-compatible software. BeeKeeper can identify and keep time-stamped logs of unauthorized MACs and issue audible alerts. BeeKeeper also monitors and logs RSSI, SNR, SSID, and channel usage. BeeKeeper is compatible with WinNT/2000/XP. The BeeKeeper receiver costs \$2,200, and the software costs \$500.

■ Digi International introduced its Digi Connect Wi-SP as the most secure wireless access point. The Wi-SP features support for WPA2 and 802.11i security standards while maintaining backward compatibility with WPA standards. Digi is targeting retail, warehouse, and healthcare industries with its Wi-SP access point. The Wi-SP includes a switch-selectable RS-232/ 422/485 serial interface for connecting a wide range of devices to your wireless network. The Wi-SP is compact and includes a Web-based configuration interface, as well as support for SNMP.

END NODES

Mobile

■ HP announced several new mobile products including iPAQ hx2000 handhelds, an iPAQ rx1950, and an HP Deskjet 460 mobile printer. The iPAQ rx1950 includes integrated Wi-Fi, 33MB of storage capacity, SD slot, and a replaceable Li-Ion battery. New 2000 series models focus on security and include integrated Bluetooth and Compact Flash Type II and SD media slots. The iPAQ hx2790, for instance, includes a biometric fingerprint reader. The hx2490 and hx2790 models also include integrated Wi-Fi. All models run Windows Mobile 5.0. HP also announced Windows Mobile 5.0 upgrades are available for select iPAQ models at a cost of \$39. The Deskjet 460 replaces the older 450 model and includes integrated Wi-Fi and

Bluetooth wireless support for color printing without cables. Document resolutions run as high as 1,200dpi, while images can support optimized resolutions of as much as 4,800.

■ Palm and Microsoft announced the CDMA-based Treo smartphone on Windows Mobile. The first Treo from this series will be available on the Verizon Wireless national wireless broadband network in early 2006. The new Treo smartphone includes Windows Mobile 5.0 with Outlook Mobile, Office Mobile, and Internet Explorer Mobile built into the smartphone, as well as direct access to Exchange Server 2003 for mobile access to information. This smartphone takes advantage of Verizon Wireless' BroadbandAccess service on its EV-DO network with download speeds averaging 400 to 700Kbps and is powered by an Intel processor.

Multimedia

■ D-Link's new Wireless Internet Camera with 3G compatibility can easily connect wirelessly to an existing 802.11b/g network. (The camera also supports 10/100 Ethernet for more traditional wired networks.) Users with a 3G phone that supports 3GPP can view the camera feeds over their 3G networks allowing for increased security and flexibility. The fixed lens camera supports resolutions as high as 640 x 480 and supports playback over a remote PC on the network or any ISMA-compatible device. The software

supports streaming via RealPlayer 10.5 and Quicktime 6.5. The included software can control up to 16 cameras allowing the administrator to set either a manual recording trigger or motion-triggered recording, and the software includes support for static and dynamic IP addresses, as well as DDNS.

.

■ LXE launched the HX1, a rugged, wearable, speech recognition computer. The HX1's open systems hardware and software architecture is designed to support open system, voice-directed applications, providing customers a rugged alternative to the limited selection of voice hardware solutions currently used in voice logistics applications. The HX1 is built around LXE's ToughTalk technology (LXE's combination of its trademark ruggedized system design, audio circuitry, and noise canceling techniques which enable the HX1 to support today's industrial-grade voice recognition applications).

Printer

■ Samsung Electronics released its first single-pass color laser printer with the CLP-600 models that can print both black-and-white and color documents at speeds up to 20ppm. In addition, network features are enhanced in this model so that shared printers can be used in much the same way as standalone printers. Smart panels are available to provide printer status on each PC, with pop-ups to alert a user when an error occurs, toner level is low,

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Extending The Virtual Workplace

Nortel Introduces, Enhances Several Multimedia IP Solutions

by Joseph Pasquini . . .

COMMUNICATIONS ARE essential to the productivity and responsiveness of any company. With this in mind, more and more businesses are leveraging the talents and skill sets of employees who are often located in different, and often remote, locations. Intended to deliver secure multimedia communications to all workers, both in or out of the office, Nortel has introduced new and enhanced IP

multimedia solutions designed to help enterprises extend their offices into a virtual workplace.

Collectively, the new and updated IP-based communication offerings from Nortel feature a convergence of secure multimedia solutions targeted at increasing efficiency and reducing expenditures. "Increasing worker productivity and innovation represent the best paths to business growth," says Malcolm Collins, Nortel's enterprise networks president.

Nortel's new multimedia lineup is composed of several software as well as hardware components. The IP Phone 1100 Series, which includes models 1110, 1120E, and 1140E, features high-resolution displays plus USB and Gigabit Ethernet connectivity options. In addition to offering enterprise users secure access to missioncritical databases, the WLAN Handset 2212 also provides for the remote control of equipment, secure database access, Internet access, and messaging.

Real-time communications is accomplished via Nortel's MCS (Multimedia Communications

Server) 5100 Release 3.5. This latest version of its MCS product features IM, audio and videoconferencing, Web-based collaboration, and personalized communication, as well as other collaboration tools. The CallPilot Release 4.0 Unified Messaging Suite, a unified messaging application for businesses using Meridian 1 PBX phone systems, Meridian SL-100, Communication Server 1000, and CPE Centrex systems, features instant messaging integration that lets users respond to voice and email messages via an IM session. CallPilot also provides access to email, faxes, and voicemail from any touch-tone phone, desktop PC email client, browser-

SNAPSHOT

Nortel New IP Multimedia Products

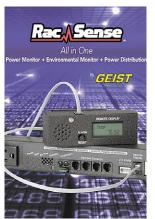
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enabled computer, or emailenabled PDA. Communications Server 1000 Release 4.5, Nortel's SIP-based enterprise call server software package, supports up to 15,000 users per server and can be deployed in either centralized or distributed collaborative enterprise environments. Remaining components of Nortel's converged solution include the Secure Multimedia Controller 2450, as well as the Survivable Remote Gateway 50.

Taken individually, competition to Nortel's IP Multimedia product array includes such solutions as Cisco Meetingplace and Polycom's WebOffice, as well as Polycom's SoundPoint IP telephony lineup. AOL's Instant Messenger, which is available as a free download, can look attractive to small companies wanting IM but who may not need or want the additional security or additional feature sets found elsewhere. Nonetheless, Nortel's new IP-based multimedia products offer a level of convergence not yet seen in this segment.

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Continued from Page 16

or a paper jam has occurred. The CLP-600 models are lightweight and compact, and users can easily remove paper jams at the front of the printer, without having to rotate the body. These printers are powered by a MIPS 250MHz processor and have 32MB of internal memory.

Scanner

■ The Strobe XP 470 from **Visioneer** is the company's first automatic sheet-fed scanner. The Strobe XP 470 has a scanning resolution of 600 x 1,200dpi and can scan 33ppm or 66ipm at 200dpi monochrome and grayscale. The Strobe XP 470 includes one-touch buttons that let you quickly send a scanned image or document to a preset location and has the ability to scan documents to searchable PDF files without any additional PDF software on the system. The Strobe XP 470 sells for \$1,195.

Server

■ Fujitsu introduced the PRIMERGY RX100 S3 and PRIMERGY TX150 S4 entry-level servers. Both products incorporate dual-core Intel Pentium D processors. The PRIMERGY RX100 S3 is a single-socket 1U rack server that is less than 23.6 inches deep. It has 8GB of direct addressable memory, 300W power, and support for a 500GB SATA drive. The PRIMERGY TX150 S4 is a single-socket tower server that is designed for efficient ventilation and

low noise levels. Prices for the servers will start at less than \$1,200. The PRIMERGY RX100 S3 supports Windows and Red Hat and SUSE Linux.

■ IBM introduced a complete line of new entry servers including the IBM xSeries 100 server. The x100, the newest member of IBM's expanding Express Portfolio, is designed specifically for small businesses up to 50 users. The xSeries 206m and xSeries 306m systems provide a choice of hot-swappable drives, redundant power supply options, standard integrated IBM ServeRAID 8e for non-OS-based hard drive data redundancy, and new integrated open standards-based management controller for remote server control.

Storage

■ The EzRaid DD4 SATA controller from Data Protection Solutions mounts into any 3.5- or 5.25-inch drive bay and automatically builds a complete system data mirror in the background. Based on DupliDisk technology, EzRaid DD4 Bay Mount functions independently of an OS and platform. The controller provides 48-bit LBA support and is maintenance-free. (However, the controller does have a Windows-based management utility for advanced users.) By writing data at the block level, EzRaid DD4 is compatible with all types of disk drives, formats, and partition schemes.

■ HP introduced multiple new Storage-Works products and services designed to improve SAN availability. The products include the HP StorageWorks 4/8 SAN and 4/16 SAN Switches, HP StorageWorks 4/256 SAN Director, HP StorageWorks Fabric Manager, and HP StorageWorks FC2142SR and FC2242SR HBAs. HP also introduced the StorageWorks 4/16 SAN Switch Power Pack and 4/256 SAN Director Power Packs. The new offerings are based on HP's 4Gb Fibre Channel switch technology, which should see its way into HP StorageWorks arrays and tape systems by the first half of 2006.

■ IBM announced the BladeCenter 4Gb, which features the QLogic Fibre Channel host bus adapter, the QLogic 4Gb switch module, and McDATA 4Gb switch module. When configured with the IBM TotalStorage DS4800, it provides businesses of any size a SAN product designed for simple deployment and low cost of ownership. Each switch module is available in 10- and 20-port models, and upgrades are accomplished via software keys.

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■ Quantum's new DPM5500 is a storage-based backup and restore appliance for company networks. The DPM5500 comes in a 5U form factor and connects to an existing network using two Gigabit Ethernet ports and TOE (TCP/IP Offload Engine). Systems feature 4.8 or 9.6TB of

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capacity, and the included Optyon compression technology allows companies to effectively double that capacity. The system is also compatible with most tape automation systems allowing administrators to automatically move data to tape for archival purposes. The system utilizes Microsoft's Data Protection Manager and will be available in December.

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■ Revivio announced the CPS (Continuous Protection System) 1200i. This product was made to support data protection requirements of remote data center applications and other departmental applications that occur outside a primary corporate data center. It consists of one integrated controller and management unit and can be supported by a variety of Fibre Channel arrays. It integrates into nearly any existing storage environment nondisruptively. The CPS

1200i starts at less than \$50,000 installed.

■ The new **Tandberg** S24 tape library is an LTO2 or LTO3 Ultrium model with one or two drives and a built-in barcode reader. The compact 4U unit can store up to 19.2TB on current media with 2:1 compression. Connectivity options include iSCSI or native Fibre Channel. Moreover, the S24 can be partitioned to act as two independent autoloaders and can be ordered with WORM support. Prices start at \$8,900.

Got to Page 18, Column 1

Neoware's e900 Is Nearly Indestructible

Even Mother Nature Can't Whip This Supermachine

by Julie Sartain

As COMPUTERS EXPAND from the traditional office to the wider open spaces such as warehouses and airport terminals, thin clients are one of the best solutions. The elements in these environments such as dust, dirt, moisture, and debris can be harsh, especially on electronic equipment and particularly on computers. Neoware's new e900 is the most durable, heavy-duty, weather resistant, shockproof thin client to date. With a temperature range of -30 degrees Celsius to 50 C (that is, -22 degrees Fahrenheit to 122 F), it can not only withstand but also func-

tion inside a walk-in refrigerator or on top of a forklift in a warehouse. In addition to the temperature variations it can handle, the e900 is a solid, rugged, tightly enclosed machine that can sustain falls and repel moisture without fear of damage.

Equipped with a 12-inch TFT active LCD screen with adjustment controls for brightness, contrast, and superior visibility (even in bright sunlight), this machine can handle almost anything Mother Nature can manufacture. In addition, the e900 is completely user friendly and accepts data input from users through handheld barcode scanners or by pressing buttons/prompts on the

e900 touchscreen. Data is then transmitted to your company's server using Neoware's integrated wireless features. All the input data transmits instantly—live—to the target server for immediate retrieval and use by your employees onsite.

Additional features include VESA 100mm x 100mm mounting holes for attaching the system onto a vehicle such as a forklift, bulldozer, fire engine, or truck, and/or a platform or a pole. It also includes ports for external devices: one USB, two PS/2 ports for one keyboard and one mouse, an Ethernet RJ45, two serial ports, and one parallel port. This means easy connections for devices such as barcode scanners, printers, regular scanners, external drives (if so desired), and anything else you can connect to a regular PC. It also has a custom port for



SNAPSHOT

Neoware e900

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controlling AC power relays (so the external devices can be powered on and off).

Competition includes Sun Microsystems, HP, Wyse, Unisys, and a host of other companies. But no one has, as of yet, created anything like the e900. It is the "Superman" of the thin client realm and currently reigns alone.

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Continued from Page 17

■ Secure, encrypted data storage is the gist of new 2.5-inch hard drive replacements from **Rocstor**. The 20 and 30GB Rocsafe drives actually use 1.8-inch hard drives; the rest of the space in each unit is given over to hardware that encrypts and decrypts on the fly with no loss of performance. The encryption algorithms range up to 192-Bit Triple DES. The user can access data either with a password or with both a password and an included USB key hardware token. Pricing starts at \$299.

Thin Client

■ Chip PC introduced the Jack-PC line of PoE thin client computers. The so-called "computer-in-a-jack" lets you connect a display, keyboard, and mouse to the Jack-PC and work from it as though it were a standalone desktop computer. The Jack-PC features low heat output and power requirements and uses plug-ins as applications, such as Resident Citrix ICA, Microsoft RDP, Internet Explorer 6.0, and dozens more. The Jack-PC is also a part of Chip PC's Flex Jack system, which lets users install multiple modules into the infrastructure housings.

Workstation

■ Tangent announced VITA, a space-saving and low-power consumption all-in-

one LCD PC for IT professionals, doctors, dentists, hospital administrators, and other healthcare workers. Users can enter data via a stylus or using the optional touchscreen on the display, which has a tilt range from -5 to 25 degrees. VITA consumes approximately 260W as opposed to the 450 to 500W used by many PC and CRT combos. VITA includes an Intel Pentium 4 3GHz processor, 17-inch SXGA LCD TV, DVD/CDRW player, 7in-1 Multi Flash card reader, integrated stereo speakers, 512K of DDR SDRAM (expandable to 2GB), 120GB SATA hard drive, and a wireless keyboard and mouse. All systems come standard with Microsoft WinXP Professional. VITA is available directly from Tangent for \$1,495 or \$1,555 with Wi-Fi 802.11b/g wireless LAN.

SOFTWARE

Application Development

■ iAnywhere Solutions released RFID Anywhere 2.0, which is a software platform that aids the design and deployment of RFID systems. Designed for mediumsized to large enterprises, iAnywhere's RFID Anywhere 2.0 covers the development, as well as the ongoing operation and management stages, of implementing an RFID system. New features include an

Enterprise Manager console, role-based security, and support for multiple protocols.

Business Productivity

- IC Soft released icTracker 6.3, the latest version of its project management, task management, and bug tracking software. icTracker lets businesses define projects, assign tasks, streamline workflow, communicate among team members, ensure accountability, track problems, store documents, take notes, schedule events, keep records, and generate reports. A fully operational demo is available online.
- Ultimus announced the Ultimus BPM Suite 7.1. This suite features the implementation of Ultimus' patent-pending innovation, Adaptive Discovery. Adaptive Discovery is composed of three main components. The first is Ultimus Director, a new application used to define, test, and change enterprise rules and process flows. The next feature is the Ultimus Rules Engine. This integrates with all of the functions of an Ultimus BPM Server. From there it uses Web services to evaluate rules and execute actions. The final main component is the Ultimus Rules Repository. This is a secure place where administrators can store rules that dictate process flows. The rules repository supports checkin/check-out and versioning of those rules

to define the execution of processes. This product was designed specifically for young or quickly expanding businesses where processes are constantly being changed or redefined.

Database & Data Mining

■ Database administrators can foresee and prevent performance bottlenecks with the latest version of Quest Central for Oracle from **Quest Software**. Version 5.5 features trigger-based storage space management technology and SQL optimizations. It supports Oracle 8.0.6 through 10g, along with Linux, Unix, and Win2000/Server 2003. It's available for \$5,900 per server.

Imaging & Printing

■ Océ announced Océ MAX performance management software designed to measure and monitor document management processes thereby improving productivity, saving cost and time, and increasing alignment between strategic business objectives and daily operations. Océ's MAX software can be customized to address service level agreements and key performance indicators unique to each of its clients. Océ based this new software on the Six Sigma methodologies to ensure that all performance rates and indicators are systematically measured and monitored.

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Detect, Prevent & Remove Critical System Threats

Shavlik's NetChk Spyware Helps You Protect Yourself

by Cynthia Lazzaro

SHAVLIK, ALWAYS AN innovator in system protection software with its patch management products, joins the antispyware and anti-adware market with its new NetChk Spyware package. However, unlike many of the popular antispyware products that target individual computers, Shavlik is targeting larger enterprises with a variety of new features designed to help network administrators keep their systems free from prying eyes.

NetChk Spyware provides the same centrally managed, intuitive graphical interface of other Shavlik products, so it is easy to integrate and easy to use. And it requires no

agent to be installed on enterprise computers, so it's quick to get started. Administrators can configure computers in groups with different administrators and differing scanning criteria for each group. Scans can be scheduled for more efficient control over network utilization. The antispyware product is designed to detect, prevent, and remove critical threats from enterprise systems, performing multiple simultaneous scans and removing existing spyware object infestations within about 30 minutes.

NetChk Spyware's fully customizable reporting capabilities include full reports on the spyware contamination and remediation schedule. NetChk Spyware also provides administrators with information on the impact of the particular spyware or other unauthorized software discovered on enterprise systems. Spyware discovered is classified according to the potential threat to data confidentiality and integrity. The reporting capability also identifies threats to data availability, which allows remediation efforts to be prioritized according to severity of threat. Reports can be configured as

SNAPSHOT

Shavlik NetChk Spyware

\$19 per seat/system; bundled in packages of five, 10, 25, 50, 75, or 100 seats

Automated scanning and reporting tools can automatically send scanning and remediation action reports to network administrators

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high-level overviews or provide down-tothe-machine specifics.

A competitor to Shavlik's new product is Aluria's Paladin Corporate Security Software, which provides server-side installation and administration without enduser participation required. Paladin's spyware detection boasts Active Defense Shield technology, which stops spyware before it has a chance to install, providing kernel-level protection. Another competitor is Trend Micro's InterScan Web Security Suite and OfficeScan Anti-Spyware Suite. InterScan Web Security Suite blocks spyware at the gateway, and OfficeScan Anti-Spyware is Trend Micro's client server solution. Both products provide a centralized Web-based management console and are designed to work together. However, both Trend Micro and Paladin currently lack an integrated patch management solution which when combined ultimately protects systems from spyware and other malware while automating installation of the latest security patches, fixes, and services packs.

NetChk Spyware is available as an integrated solution, as part of Shavlik's NetChk Suite, or as a standalone product if your company already uses the NetChkPro patch management product.

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Continued from Page 18

Messaging & Groupware

■ Intellisync introduced its new Unified Messaging application. The new software provides a single interface for controlling voice, text, email, and IM contacts on a mobile device. All major IM networks are supported. Intellisync also offers IM support for business applications such as Microsoft Live Communications Server, IBM Lotus Sametime, and Open Mobile Alliance. From an email perspective, the software supports POP3, IMAP, and SyncML, in addition to corporate email via Microsoft Exchange and IBM Domino. The software is compatible with nearly all mobile devices including Palm, Microsoft (both Windows Mobile and Windows Smartphone), and Symbian OS (UIQ, Series 60, and Series 80).

Network & Systems Management

- Chip PC Technologies claims its Xcalibur Global thin-client management software is the only policy-based management software for thin clients. Xcalibur Global uses an MMC-based interface and gives IT managers the ability to quickly expand end user connectivity. The software's Active Directory maps the logical organizational structure, and it uses Xcalibur Farm to map the physical company's infrastructure layout to provide physical level management. Xcalibur Global features the following: full synchronization with Win2003/2000 Active Directory, builtin redundancy and load-balancing, remote software deployment, and centralized troubleshooting and configuration.
- Firetide introduced HotView Pro Mesh Management Software, which is scalable to 1,000 nodes. HotView Pro provides live monitoring and management for mesh networks. The software has a feature called MeshBridge that can enable multiple mesh networks to work together as a single network, even if the networks operate on different channels or frequencies. HotView Pro also includes Firetide's AutoMesh protocol.

Security

■ Cybertrust announced the addition of the Sarbox (Sarbanes-Oxley) Act to its RMP

(Risk Management Program) product. This Sarbox compliance enhancement lets RMP users implement controls to safeguard critical data as mandated by Sarbox. RMP also complies with other reporting standards such as BS (British Standard), Gramm-Leach-Bliley Act, HIPAA, and ISO/IEC 17799. It is a programmatic approach to security management designed to protect critical systems and information from security threats such as hackers or viruses.

■ Harris released STAT Guardian VMS (Vulnerability Management Suite) 6.4. The software includes STAT Scanner, a vulnerability-assessment scan engine. It also includes STAT Patch for agent-based remediation and STAT Report Center to centralize scan-engine reports. All of STAT Guardian VMS 6.4's operations, including threat assessment, automatic patching, and network management, are handled through a central system.

■ NCircle announced the next generation of its Security Intelligence Hub along with version 6.5 of its nCircle IP360 vulnerability and risk management system. The Security Intelligence Hub on Oracle now provides full support for SQL connected Oracle databases in addition to its current XML-based support for Microsoft SQL Server and IBM DB2 databases. Based on a fully open architecture, the Security Intelligence Hub leverages endpoint intelligence collected by IP360 for integration with enterprise information systems such as asset and configuration management systems, threat intelligence feeds, and other systems to enable enterprise security risk management and continuous regulatory and policy compliance.

Storage

■ EMC announced the Storage Administrator for Exchange, which is a software package designed to help small to mediumsized enterprises handle Microsoft Exchange Server storage administration tasks. The offering also works with EMC's CLARiiON AX and CX series' networked storage systems to deliver better email availability. Other capabilities include

email and storage management, fast server failure recovery, and improved exchange server upgrades.

• • •

■ Microsoft announced System Center Data Protection Manager, the next step forward in the company's Universal Distributed Storage strategy. Data Protection Manager is designed to lower the total cost of ownership for backup and recovery while enabling entirely new customer scenarios around rapid and reliable recovery and near-continuous protection.

■ NuView announced its FLM (File Lifecycle Manager) software. FLM lets users align file data according to its business value, thereby reducing the total cost of storage ownership. This software also

of storage ownership. This software also integrates with NetApp SnapLock for more strict maintenance regulations and better information retention. SnapLock makes data unalterable and easily accessible by offering heightened data accuracy and security. The combination of SnapLock and FLM lets customers implement a disk-based tiered storage architecture over NFS and CIFS protocols. This new solution complies with a number of maintenance regulations including Sarbanes-Oxley, HIPAA, and the Department of Defense

■ Onaro's SANscreen Business Continuity is new software that inspects businesses' disaster recovery backups on a continual basis and verifies that they will fully restore the apps and data if called upon. An extension to Onaro's SANscreen suite,

Directive 5015.2.

store the apps and data if called upon. An extension to Onaro's SANscreen suite, SANscreen Business Continuity is a package that's separately licensed. The scalable software not only ensures business continuity but also offers peace of mind about regulatory compliance.

SERVICES

Network & Systems Management

■ Emerson Network Power introduced an Internet-based remote monitoring gateway. This gateway links a company's generators, UPS, cooling equipment, and other devices

to the Liebert Global Services command center. An appliance installed at the company will collect alarm and telemetry data.

Security

- Cisco Systems announced a series of security solutions centering around Cisco ICS (Incident Control System), which helps Cisco customers quickly and efficiently respond to worm and network virus outbreaks. Cisco ICS tackles developing threats by using up-to-the-moment virus signature distribution and outbreak intelligence from Trend Micro's TrendLabs. When Cisco ICS identifies a threat in a Cisco network, it responds with policybased threat mitigation services. It also lets users customize existing security and network settings to adapt to changing situations. Cisco also announced its Distributed Threat Management with IPS, Cisco IPS 5.1, and Cisco IOS 12.4(4)T.
- Cybertrust announced that it has expanded its MSS (Managed Security Services) to provide a full-spectrum service portfolio. Two new solutions offered in the MSS now let enterprises build an in-house SOC (secure operations center) or provide a co-sourced virtual SOC that lets users define a co-sourcing relationship that best meets operational and governance needs. In-sourcing an MSSP (managed security services provider) lets enterprises that can't afford to fully outsource maintain a real-time monitoring environment for its security devices.

Storage

■ LiveVault launched LiveVault InSync Service for Microsoft DPM (Data Protection Manager). This service, designed to support the capabilities of Microsoft System Center DPM, automatically transports Microsoft DPM server data to a remote facility where it is stored and available for recovery immediately in case there is a system failure. Not only does Live-Vault InSync for DPM aid companies in protecting Microsoft file and print servers, but it also fully protects SQL databases and Exchange servers among other critical applications.

Antispyware Solution With Enterprise-Level Protection, Scalability & Manageability

Tenebril's SpyCatcher Enterprise Shields Against Hyper-Mutating & Custom-Coded Spyware

by Joe Lazzaro

WITH THE ONGOING evolution of mutating threats, the task of keeping your systems free from the spyware invasion grows more difficult daily. Tenebril Spy-Catcher Enterprise is a software solution to help companies prevent spyware infestations and remove spyware from infected servers and workstations. The software runs on Windows 2000/2003/XP-based servers and supports workstations running Win2000 or higher. Spy-Catcher Enterprise is managed using a

Web-based console, letting IT staff configure and control the package from remote locations.

According to Tenebril, Spy-Catcher Enterprise is the only package of its kind to shield corporate computers from "hyper-mutating and custom-coded" spyware. Tenebril claims SpyCatcher Enterprise roots out the broadest range of spyware, even if it's deeply embedded in an infected operating system.

According to Frederick Felman, senior vice president of marketing and products at Tenebril, "SpyCatcher Enterprise is the only scalable enterprise antispyware product to use continuous, proactive protection as well as offer a Web-based management console, making it easier to scale the product for thousands of users. SpyCatcher Enterprise uses the Tenebril Spyware Profiling Engine, which goes beyond traditional signature and behaviorbased solutions by incorporating contextual analysis."

SpyCatcher Enterprise can identify spyware that doesn't match standard signatures and can identify even mutated spyware once it has invaded target

systems. The engine provides stronger protection than traditional signature-based approaches that rely on a large database to catch spyware invasions, but signatures alone can't catch all the myriad spyware strains, unless they are known to the database. To catch

SNAPSHOT

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Protects corporate networks from spyware intrusions by identifying threats that lack standard signatures and behaviors by utilizing contextual analysis

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new spyware whose signatures aren't yet in the threat databases, have mutated to avoid detection, or do not produce behaviors that trigger alerts, SpyCatcher Enterprise uses a profiling engine to hunt for specific sets of characteristics. According to a Tenebril whitepaper, "It's possible to assemble a list of traits that are relatively unremarkable on their own, but revealing in combination. These combinations (profiles) can spot previously unidentified spyware before it strikes."

According to the company, competitors to Tenebril's Spy-Catcher Enterprise come from two fronts: the gateway-based approaches to security and the best-of-breed antispyware players. Competing software products include McAfee's Anti-Spyware Enterprise, Omniquad's AntiSpy Enterprise, PC Tools Spyware Doctor, Shavlik Technologies NetChk Spyware, Sunbelt Software's CounterSpy Enterprise, and Webroot's Spy Sweeper Enterprise. Tenebril SpyCatcher Enterprise differs from the competition because of its Web-based control console that aids scalability and its top-down design for enterpriselevel environments. P

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Typical uses for the Magnetic Media and Computer Room Vault include corporate or data processing libraries, media jukebox and silos. Any large archive of optical disk, digital tape or other magnetic media, which include information vital to the business continuity of the organization should consider this alternative. Firelock can design any failsafe vault to meet your needs.



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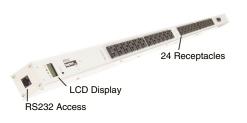
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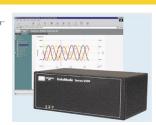








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OPINIONS

NAS From Scratch

I don't know what the disease would be called, but I suffer from compulsive pathological cheapness. For example, I make waffles from scratch even though they rarely turn out well and my family begs for the store bought kind. Still, when the itch rises, I put the scratch on it.

So I was delighted to find out about a couple storage products this summer that I could use to build network storage "kit" subsystems from basic components. A German company named opene has developed two network storage products: a NAS system and an iSCSI target system that are packaged as e-proms that plug into the 40-pin IDE drive sockets on PC motherboards. In other words, they are firmware, operating system, and storage application all rolled into one. This was something my Dr. Frankenstein instincts could not resist, and so I set about to make my own storage monster (bwah-ah-ah-ah).

Preparations

The idea is clever enough; the open-e product looks like a bootable disk drive working with a standard motherboard. After the motherboard and adapters load their respective BIOS code, the system looks for a boot record and, voila, finds one in the open-e e-prom. The OS image that loads is a form of Linux, but you don't even see it, nor do you need to know anything about Linux to make the product run.

My evil plan included as many spare parts as possible to shrink the cost. Following the tried and true practice of ready-fire-aim, I set about to build my maiden open-e NAS system. After a few failed scavenger efforts, I realized that conforming to open-e's compatibility list was probably a good idea, and I went in search of a listed 3Ware SATA RAID controller because I'd heard good things about them but had never owned one. Very nice RAID cards by the way. Recommended.

After clearing a spot on the floor, I put the 3Ware card and a NIC in a couple PCI slots, connected up the SATA drives, and stuck the open-e NAS module in the primary ATA slot. With the

onset of power I was thrilled to see the little blinky lights and the system fire up. I followed the console BIOS screen messages for the 3Ware RAID configuration and set up a disk mirror, which took several hours for the 3Ware adapter to create. Once that was

but once that was done I was ready to roll. I went to another system, fired up Firefox, and pointed it at the IP address for my open-e NAS. Next thing I knew, I was looking at the sign-on screen for my new, inexpensive NAS system. I had to look in the manual to find

MARC FARLEY

Marc Farley is the author of "Building Storage Networks," the leading technology book in the field of storage networking. He is also the president of Building Storage, Inc., a company that provides consulting and educational services to the network storage and financial services industries. Farley regularly writes and speaks about storage networking technology and is an online expert for the SearchStorage Web site.



finished, the system rebooted and brought up the console text interface screen for the open-e NAS system. The goodness was definitely starting to flow.

Ready To Roll

I was delighted to find out about a

couple storage products that I could

use to build network storage "kit"

subsystems from basic components.

It took a few iterations to configure addresses for the NIC correctly,

the default admin login, but after that, I was treated to a very nicely laid out browser manager to configure my network shares.

The browser interface is fairly straightforward and simple enough to use. It even has a pass-through mechanism to 3Ware's 3DM browser-based array management software. Very slick. A decent administrator will find it relatively easy to navigate his way through the interfaces and make it work.

Success So Far

My headless NAS system has been up and running for several weeks now. It's been through regular power cycles and one unexpected loss of power. So far, so good. I have two WinXP systems that use it regularly and another dual boot Linux/Win2000 system that accesses it from both OSes. My network is made up of inexpensive 100Mb Netgear equipment, and the performance is pretty good. It's worked great for backups, sharing data between systems, playing MP3 files, and storing sluff data I don't need but can't get rid of. I notice a small amount of latency compared to local disks, but that is likely a function of using an obsolete 600MHz processor in my NAS system.

Overall, I am truly delighted with my new open-e NAS system. The kit approach to storage is certainly not going to be everybody's cup of tea, but if you like to tinker and save money like I do, you need to check this product out. open-e has three levels of software, but I strongly recommend its Enterprise version because the feature set is quite impressive, including data snapshots and backup agent support for several leading backup vendors.

Integrators looking to create storage solutions for small to midsized enterprise customers should definitely look into open-e's NAS product. It's affordable and provides excellent customization and value-add opportunities.

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OPINIONS

Visual Studio & Discoverability

I spent this week on the Microsoft campus. Ordinarily these meetings are pretty intense as Microsoft tries to reprogram our understanding of Visual Studio or some other product it's working on. But this time it was different: The sessions were as much for Microsoft to listen to the 20 or so consultants, architects, authors, and pundits as it was to introduce a number of new ideas for upcoming products. No, I don't think it's a good idea to discuss the new features for Orcas (the next version of Visual Studio) or Vista (the XP replacement), but I would like to share a bit about my feelings of Visual Studio 2005 that I shared with Microsoft.

Uncover The Gems

I think that Visual Studio 2005 is a great product; I heartily endorse it. It's rich with new features, wizards, classes, and other cool stuff that can only make your developers more productive. Many of us have seen demos of these features at the conferences we attend, and we Ooh and Ahh. Unfortunately, the documentation for these features is, in my humble opinion, broken. This means developers can't "discover" the new features or learn how to use them. For example, there are a wealth of new code snippets and

"My" objects in Visual Basic .NET but little to no doc integration. I could go on, but I (and many others) see this as a serious shortcoming that must be addressed before they start working on new features.

Shipping Frozen Content —Ready Or Not

One reason the docs have fallen short is that the User Education teams freezes the content long before the product is done. They believe it's absolutely vital to simultaneously ship the English, German, French, and all of the other 20-some-odd languages. To make this happen, they freeze the content very early in the cycle and send it out to localizers all over the planet to get it translated. Microsoft thinks this is good for marketing and sales; it probably is as it means that a single campaign can be done worldwide and customers can get their localized versions on almost the same day as the U.S. versions. Ironically, I expect most developers in the West use U.S. ("American") content, but South America, Japan, China, and parts of Ohio still require localized versions.

The problem with this "sim ship" approach is that the product that gets stuffed in the box does not (ever) match the documentation in any language. In the final six to nine months before release to manufacturing, a number of product features are refined, postponed for the next version, or simply abandoned. Others are added and refined, so the documentation cannot reflect the actual contents of the RTM build. More importantly, the documentation. It also begins preparation of new "local" documentation that matches the online changes and readies a doc refresh that's scheduled to ship not long after the product ships. Localization for that content follows close behind. Visual Studio gives you the option to search online or offline (local) documentation in either order. Guess which you should use?



WILLIAM (BILL) VAUGHN

William (Bill) Vaughn is an industry-recognized author, mentor, and subject-matter expert with more than 30 years in the computing industry as a developer, manager, trainer, marketer, and writer. After 14 years at Microsoft, Vaughn stepped away to work on his new books, in addition to mentoring and leading training seminars. He's written six editions of the "Hitchhiker's Guide to Visual Basic and SQL Server" and two editions of "ADO.NET and ADO Examples and Best Practices for Visual Basic Programmers." He and Peter Blackburn just finished "Hitchhiker's Guide to SQL Server 2000 Reporting Services."

bugs, issues, and misunderstandings, along with the workaround techniques discovered by the testers on campus and in the field, are neither included in the documentation nor made a part of the product. That's where online help

As the product is refined, the documentation team turns its attention to the online version of the

Get The Subject Matter Experts To Contribute

Another innovation we saw (and that I can share) at the MVP Summit directly involves myself and other content providers willing to contribute. Microsoft is considering a mechanism to permit selected subject matter experts to "annotate" the online help topics. This means when you select a class name in the

code editor and press F1, the online help topic found might eventually contain an example and comments from me—or perhaps from some other subject matter expert who understands the class better than I. This is not a new concept; Microsoft has wanted to include third-party content for some time. As it is, when you search help in Visual Studio 2005, third-party providers such as CodeZone search their sites for applicable content, as well. Just how this will work and get implemented remains to be seen, but I think it's an exciting use of the technology.

Microsoft is working furiously behind the scenes to make content delivery (online and offline) faster, more complete, and more current. Currency is a serious issue. Articles I wrote on ADO.NET in 2000 are still out there getting moldy. These discuss features that are missing or just wrong. Imagine the problem these content providers face. They spend good money on acquisition and editing but don't have the budget (or staff) to constantly update this dated content. Microsoft has quite a bit of work to do. Personally, I would rather have a welldocumented product with most of the "won't fix" issues addressed than any more new features. That would give us all a chance to catch our breath.

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OPINIONS

Disk Defragging: Is It Worth It?

In storing and organizing the information put onto hard drives, operating systems use disk space as a series of clusters. Most files are big enough to require being stored in more than one cluster. While the OS does its best to put each file in a contiguous group of clusters, it often can't, or doesn't.

When a file is changed or augmented, there may not be contiguous room available. Similarly, if the OS starts storing a file in an area made available by a shortened or deleted file, there may not be enough free space. So the OS breaks up the file into pieces, or fragments, and stores it elsewhere on the disk, keeping track of which clusters make up the file (and in what order). This is called fragmentation.

Defragmentation, or defragging, moves file fragments around on a disk so that the pieces are contiguous again. Defragging may also consolidate unused free space. Microsoft and Apple include a defragging utility with desktop versions of their operating systems. However, industry experts recommend using programs with additional features such as command-line/automatic scheduling, single-pass defragmentation, network deployment and control, and "priority back-off" background operation from Diskeeper, Raxco, and Winternals, designed for desktops, workstations, and server defragmentation.

Benefits Of Defragging

While the OS can keep track of fragmented files, files that are too fragmented can slow system performance. This can result in system crashes and disk failures. For example, Diskeeper reports that fragmented or cross-linked files (or insufficient disk space) can cause Microsoft Word 2000 to display an error message noting

too many edits in the document, operation incompletion, and a suggestion to save your work.

Programs typically create temporary files during their installation process, and syncing files with your notebook or PDA may create additional files. These files often

ERIC GILL

and video files, can be gigabytes in size, making them far more likely to get fragmented because the file system will use the first available space on the disk—and that space is unlikely to be big enough for the entire media file.

When Is It Time To Defrag?

Ideally, defragging should be done once or twice a week for desktops and workstations. For

≝ Eric Gill is a storage systems engineer with CDW Corp. He is part of a team of experts who help customers navigate complex choices of competing storage solutions to identify which are most appropriate for their organization. Gill also designs storage configurations for customers and leads training sessions that update CDW account managers on the latest marketplace products and trends. Gill has earned several certifications including MCSA 2000, MCSE 2000, Citrix CCEA, Citrix CCA, CompTia Net+, and Server+.



that regular disk defragmentation is a good way to glean an extra ounce of prevention from your network maintenance routine. Regular defragging of your firm's computers can yield such benefits as:

· Improved application performance

flagged space as defragmented

files, fragmented files and folders,

the paging file, system files, and

unused space. They offer graphical

and text reports on the degree of

fragmentation, performance impact, and recommendations.

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housekeeping can be effective in

increasing productivity and reduc-

ing downtime. Research shows

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Common problems caused by file fragmentation can include:

- Slow boot times
- · Slow backup times and aborted
- File corruption and data loss
- · Crashes and system hangs/freezes
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grams create temporary programs while running, even when you aren't creating or changing data files. Therefore, even systems not creating or changing data may get fragmented over time.

don't get cleaned up automatically,

especially if the computer shuts

down prematurely. And many pro-

And while today's hard drives are larger than ever, so are computer files. Database and email files, along with audio, graphic, and how much file processing is done on the machine. The more often a system is defragged, the more quickly defragmentation will get completed. And thirdparty utilities should allow you to pause or stop without harming any of the files or the file system.

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Monitor Your Network With Distributed Probes

Gain Better Visibility For Advanced Analysis

by David Garrett

How MUCH DO YOU know about your network? As a data center director, IT manager, or engineer, you have to peer into every corner of your network to check for bandwidth problems, security threats, or just some odd packets that need a second look. But how?

Clearly the best way, and a way that's becoming more and more popular, is distributed analysis. Distributed analysis means placing probes at key points on the network to monitor and analyze traffic. The probes send their data back to a central analyzer that lets you sift, sort, cull, and crunch the numbers as you like.

Distributed analysis can let you monitor server performance and link performance, make sure that all SLAs are being kept up as promised, search for intruders, locate and even fix branch office issues, view a network's top bandwidth hogs, and more. And in today's age of complex networks, it's becoming a must.

"Networks are becoming more and more distributed," says Charles Thompson of Network Instruments, maker of Observer, a tool that can analyze Ethernet, 802.11 b/a/g, Token Ring, and FDDI networks with equal ease, as well as do full distributed analysis

with the addition of probes. "When you're dealing with a small IT department and a very distributed network," says Thompson, "You've got the problem of knowing, 'How do I know what's happening 1,000 miles away?"

You can rely on a local support team or send a network admin to your remote office, but those options can get pricey. Distributed analysis offers an elegant solution to the problem, but it comes with its own set of questions. For instance, where should you deploy the engineers who designed the network, it's a coherent whole. But with the addition of branch locations, remote workers, wireless networks, and more, the network is likely to be a patchwork of discreet segments linked together. Thus your first task in deciding where to drop probes is knowing what kind of traffic, and over what links and switches, you'll want to monitor.

Are you planning a VoIP installation? Then you'll want to monitor the bandwidth over key segments where voice will flow on top of data. Or perhaps you have a server farm or a mirror site and you want to monitor the flow of packets to and from those sites

hardware probe that can handle the full weight of its traffic. At the edge of your network, you might use half-duplex hardware probes to focus on a particular segment or station. You can also deploy probes over a WAN to make WAN frames visible or simply drop software probes into low-bandwidth network segments that don't need the full heft of a hardware appliance.

Art Or Science?

As you can see, choosing your probes and placing them at just the right spots is a complex job and one that demands a thoughtful approach. But as a basic rule, place more costly, high-speed probes on core switch connections to servers, server farms, and other vital infrastructure. The edge of your network and less trafficked network segments call for less expensive probes.

switch. The best way to monitor

traffic to and from the farm is to

place a TAP (Test Access Port) on

the link itself and rig the tap to a

No matter how you decide to drop your probes, don't be afraid to ask for help if you have doubts about the process. Mistakes can lead to blind spots that in turn lead to poor analysis, or even worse, a security risk or costly mistake. And speaking of mistakes, Network Instruments' Thompson has a parting word of advice to admins, engineers, and data center directors about to embark on distributed analysis: Make sure the medicine helps, not hurts, the disease. If you have a bandwidth problem, for instance, you'll want an analyzer that's not a bandwidth hog in itself.

"If I have to run a packet capture on a remote office," says Thompson, "I'll have to capture all their network data, then analyze it. That's 20 to 30MB of data I'll have to transfer over a fractional T1, when their office is already having problems." The bottom line? Choose your tools

Product Roundup

While distributed analysis has been around for years, it's just now catching on in the mainstream of midmarket IT departments. Some of its most popular products include:

Fluke Networks' SuperAgent

SuperAgent is one of Fluke
Networks' many products that can
be used for distributed analysis,
including the ReporterAnalyzer,
the OptiView Console, and the
OptiView Protocol Expert, all of
which are software solutions. As
for hardware, Fluke offers the
OptiView Workgroup Analyzer and
the OptiView Link Analyzer, both of
which provide packet capture and
analysis in conjunction with Fluke's
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www.flukenetworks.com

Network General's Sniffer

Sniffer, a product that most IT shops have dealt with, can be used for distributed analysis with its Portable and Distributed versions. The Sniffer Distributed S6040 allows for core deployment, while the S4000 allows for deployment to the edge and perimeter of your network.

www.networkgeneral.com

Network Instruments' Observer

Network Instruments' Observer is one of the market's few solutions that offer a uniform local and remote interface. The benefits of this are clear: With only one interface to learn, teach to your team, patch, and update, administration is simpler and more convenient. Observer allows for thorough analysis over nearly every type of network, from wired to wireless, LAN to WAN, in conjunction with different types of probes.

www.networkinstruments.com

with care and drop your probes in exactly the right spots to make your analysis a boon, not a burden, to your network.

Make sure the medicine helps, not hurts, the disease. If you have a bandwidth problem, for instance, you'll want an analyzer that's not a bandwidth hog in itself.

your probes? How much do you need to see and monitor, and why? How do you index that against the cost of the probes themselves?

Assessment

"When our customers look at their network," says Thompson, "they look at it as one logical seamless network—even though it's not." Indeed, in the minds of with a keen eye. Remember that a probe will only show your analyzer the data that it can trap, so you'll need to know what kind of data, and what kind of traffic, you want to trap in the first place.

Choosing & Placing Your Probes

Once you know what kind of data you want to catch, you'll need to know what kind of probe can trap it. Network Instruments, for instance, offers hardware and software probes for use at different network speeds and configurations. Hardware probes should be used on networks that demand wire-speed, full-duplex gigabit capture. By contrast, software probes, which are less expensive than hardware probes, can be used for Ethernet, Token Ring, wireless (802.11 b/a/g), and FDDI networks that run up to 1,000Mbps.

Let's say you have a server farm with a full-duplex link to a core

Tips For Distributed Analysis

of your network or for segments that aren't as vital.

boon if you're already plagued by a bandwidth problem.

Decide what traffic you do and don't want to measure. Not all traffic needs

· Use high-end, expensive probes on core switches to key elements of your

· Remember that some probes can process and analyze data remotely, a

infrastructure. Use less powerful hardware or software probes at the edge

Use a tool that has the same interface at both the local and remote levels. If

not, you'll be adding complexity to a job that's already complex enough.

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Remodeling An Active Data Center

Management, Planning & Communications Mitigate Risks During The Project

by Will Kelly

REMODELING AN ACTIVE data center presents a balancing act of maintaining the business standard of 24/7 uptime and completing the data center remodeling project. While you may have commissioned your data center remodeling project for a number of reasons, the fear that a data center remodeling project can interfere with the day-to-day operations of your business and inconvenience customers is probably on your mind.

Because a remodel of a data center typically means a build out of current facilities, your data center operations may experience disruptions due to the movement of equipment and construction during the remodeling project, unless you manage the project and customer expectations appropriately.

Keeping Business As Usual

You can put into place a number of precautions and just good old project management practices during your data center remodeling project to mitigate risks and ensure that your data center stays operational.

Vendor choice for the data center remodeling is integral to the success of the project. If an outside vendor did the initial design for your small to midsized enterprise's data center, bringing them back for the remodel makes sense. If you have to choose a new vendor for the remodeling project, it is critical you research and analyze the vendor's past performance. The due diligence should include getting client references and past performance for the vendor remodeling data centers of similar size and technology as yours.

If you built out your data center using your own internal people, you have the additional challenge of balancing the schedules of staff who have their own job duties besides the extra duties and responsibilities of a data center remodeling project. The priority

of your remodeling project may cause some other internal projects to slip in schedule because data center staff are focusing on the remodeling project.

Appoint a project manager from your staff as a liaison with the outside vendor handling the data center remodeling project. Your project manager should be your eyes and ears for the project, chaperone the outside vendor in your data center environment, and muster your internal staff and resources to assist where needed during the remodeling project.

The movement of data center equipment and construction can be enough to disturb dirt, filaments, and other foreign matter lingering in your data center, endangering your servers and other sensitive equipment. You may want to consider a data center remodeling project as a trigger event to bring in an outside data center

"Remodeling an operational data center can be compared to changing a jet airplane's engine while it's in-flight."

-Steven Harris, Forsythe

cleaning company prior to the start date of the remodeling project.

You should also bring your office's building management company into the project early on if your data center remodeling plans include modifications and extensions to building heating, air conditioning, and electrical work that could have a ripple effect across the facility's other tenants. The building management company also

Advice From An Expert

Forsythe's Steven Harris offers the following data center remodeling advice.

- Increase your project planning timeline.
- Plan for increased project documentation verification because the older the facility, the less available and accurate the documentation.
- Increase your project execution timeline, as phasing a data center remodeling project can add 25% or more to a timeline.
- Plan for increased cost per square foot.
- Plan for unexpected occurrences, and have a solid disaster recovery plan in the event that an unexpected occurrence causes a lengthy outage.

plays the role of point person in dealing with the data center remodeling project vendor on building issues.

Construction noise, debris, and associated hassles go along with major remodeling projects. Thus, it's important to plan construction during times when it will be of the least annoyance to office workers. If such construction can't take place during off hours, the remodeling project team needs to communicate to their fellow office mates about the impending construction and the hours it is to take place.

24/7 Uptime vs. Remodeling Your Data Center

Whether 24/7 uptime is a reality with a data center remodeling project in progress is a question many ponder right before commissioning a data center project. Steven Harris, director of data center planning and design for Forsythe, a technology infrastructure company, says, "Remodeling, retrofitting, upgrading—whichever term you want to use-when it comes to changing the building systems infrastructure of an operational (production) data center, it's very risky. Remodeling an operational data center can be compared to changing a jet airplane's engine while it's in-flight.'

Harris further states, "I have experience with several projects of this type and can tell you that in nearly every case, something unexpected has occurred. In a couple of cases, that unexpected occurrence brought the data center down."

Prepare Customers For The Remodeling Project

It's important to set appropriate expectations with your external and internal customers about the impact on the continuity of your data center operations. An open line of communication between the data center remodeling project team and customers demonstrates responsiveness to customer needs and inconveniences during the course of your data center remodeling project, making your team look good even if there is an unanticipated service outage due to the remodeling project.

Prepare Your Staff For A Data Center Remodeling Project

Here are some measures you can put into place to prepare your staff for a data center remodeling project.

- Work with your small to midsized enterprise's management or operations person to review your office lease for any clauses related to the physical remodeling of your office space.
- Make sure that any operations, administration procedures, and disaster recovery plans for your major data center systems are in place and reviewed by your data center staff.
- Review the SLAs you have in place with customers (if any) to verify any service requirements related to data center remodeling you might owe customers prior to a data center remodel.
- Set up a communications plan to inform your customers, stakeholders, and system
 owners about the data center remodeling project's progress. The communications
 plan should take into account multiple modes of communication, including text messaging, email, and Web postings.
- Set up an escalation path for system outages and related issues that may occur during the remodeling project. The escalation path should include points of contact from your data center team, application owners, and the firm remodeling your data center available during and after business hours to handle issues related to the remodel.

What's Happening

ConSentry Networks: Solving The LAN Security Dilemma

Securing The LAN Enterprise-Style At Per-User Price Points

by Chris A. MacKinnon

LAN SECURITY is a complicated subject. Intrusion detection and prevention systems, VPNs, hardware firewalls, and DoS technologies make up the majority of today's enterprise LAN security forces. However, Faizel Lakhani, spokesperson for ConSentry Networks, says it doesn't have to be that complicated. With the recent announcement of the first custom-built product designed to secure enterprise LANs, ConSentry Networks, a security startup company, claims that it has an alternative to other costly and complex LAN security deployments.

A New School

The old school approach to security, fortifying the WAN perimeter only, doesn't quite cut it for today's security risks, so ConSentry has developed the ConSentry Secure LAN Controller Family, which comprises two inline networking appliances providing perimeter-style security within the LAN: the ConSentry CS1000 and the ConSentry CS2400.

The ConSentry LAN Controller performs three critical functions: seeing, controlling, and securing. The devices see all traffic running over an enterprise LAN that is tightly associated with individual users, all



the way up to the application layer. They also control all user traffic and restrict what they are allowed to access on the network. Finally, they secure the LAN against internal threats, regardless of automated, intentional, unintentional, or malware-related security breaches.

The SME Factor

What does the news mean for SMEs in particular? Lakhani says it's all about the performance, simplicity, and savings. "Simply put, midsized enterprises do not have the budget or resources of much larger Fortune 500 companies to secure their LANs. ConSentry's Secure LAN Controllers achieve wire speed performance for LANs (10Gbps full duplex throughput) and the deployment and management simplicity comparable to existing switches."

ConSentry's security products are custom designed specifically for securing enterprise LANs. In other words, it's all they do. Lakhani says, "This requires unprecedented levels of performance, price, and simplicity in order to deploy this technology ubiquitously, throughout an enterprise LAN. ConSentry's product family is purpose-built for LAN security with an emphasis on extreme simplicity in terms of deployment and management."

Joel Conover, principal analyst for Current Analysis, adds his two cents on ConSentry's simplicity, performance, and cost effectiveness. "Secure networking solutions for enterprise LANs must meet three absolute requirements. First, there must be sufficient processing power to perform continuous, real-time traffic monitoring on a per-user basis across Layers 2-7 coupled with the ability to forward packets at multigigabit throughput rates. Second, the solution must be simple to deploy and provide concise, useful reporting in order to justify pervasive deployment. And third, there has to be an affordable price-per-user and price-per-port cost basis."

ConSentry's Secure LAN Controller is a security device designed to work on the inside of the network. The company has even gone as far as developing its own proprietary processor that can handle up to 128 simultaneous threads. The Secure LAN Controller also includes a pair of ASIC controllers that provide additional speed packet processing. The device can handle speeds up to 10GBps and supports as many as 1,000 users. The device imitates an ordinary Ethernet switch and is placed into the network between the main switch and other departmental Ethernet switches. To simplify installation, the Controller is absolutely transparent to other equipment on the network.

For small and midsized networks, Con-Sentry's technology is geared toward businesses that are seeking multiprotection solutions. Up until now, the LAN security industry has seen its share of component-

> based, piecemeal security offerings, but companies such as ConSentry are taking note of what businesses need security-wise in relation to today's demanding networks. ConSentry's

answer to these demands, especially for small and midsized networks, is a Controller providing complete visibility into user activity, stopping unauthorized access to data, and containing the spread and impact of malware in real time. The company's answer for LAN security comes in two parts: one for low-density deployments (the CS 1000), which supports 2Gbps and 200 users, and the other for high-density deployments (the CS 2400), which scales up to 1,000 users and runs at 10Gbps.

Many other players in the LAN security arena, says Lakhani, are still focused on tradition and legacy. He notes in particular the switching vendors that are attempting to retrofit their legacy switching products to perform security. "This is a complex proposition that is extraordinarily difficult to achieve without custom silicon architectures." Then there are the security vendors that are attempting to take their security solutions, which have traditionally been focused on the network perimeter, and migrate them to the high-performance environment of enterprise LANs. Lakhani says, "To illustrate the problem, legacy security vendors are essentially trying to divert Niagara Falls through a garden hose; these vendors face very steep performance, price, and complexity issues that are difficult and time-consuming to solve."

So how exactly does the Secure LAN Controller protect the network from attacks? The Controller takes advantage of its patent-pending detection algorithms, which are based on Layer 7 application behavior characteristics instead of complex base-lining or

attack signatures. The device actually detects and contains known and unknown malware in milliseconds before a network infection can wreak havoc. The Controller is able to act this quickly because it operates inline (in close proximity to users), so the device can immediately block the spread of malware right at the source.

Like A Glove

Gartner has estimated that today's switching market is around \$15 billion. The analyst firm expects the market to change significantly, as companies begin the switch from buying connectivity to securing users. In Gartner's opinion, ConSentry Networks will be a key player during this change by enabling companies to secure every user without having to substitute their switches. John Pescatore, vice president and analyst for the

Gartner Group, says, "Enterprises face a bewildering array of complexity, cost, and performance issues as they shift their focus from perimeter security to the vexing problem of protecting their LANs. ConSentry's solution looks promising in addressing regulations, information protection, and network availability challenges today."

Lakhani says, "SMEs don't have the resources or dollars to invest in deploying nonpurpose built solutions into their LANs. They need turnkey solutions that lock down the LAN from unauthorized network and resource access at aggressive per-user price points. ConSentry's solution delivers on these requirements. In the same token, ConSentry is powered by its LANShield Architecture and two additional pieces of silicon that enable the company to deliver its break-through price/performance solution."

What's Next

■ Toward A Faster Internet

In an EFFORT TO SPEED Internet downloads and increase capacity, researchers at MIT and Microsoft are working to improve the transmission of large packets of data. Current Internet transmissions use a series of packets being passed around until they reach their final destination. The file can only be put back together once all the packets have reached their destination. But through a process called distributed random network coding, packets are able to start rebuilding a file once enough information has arrived, typically before receiving all the packets. Because the final file doesn't depend on receiving all individual packets over the network, researchers claim the process makes it much harder for files to corrupt. The process was developed by MIT Ph.D. student Tracey Ho and is being put to use by Microsoft in a peer-to-peer file-sharing network code-named Avalanche. Microsoft researchers expect other manufacturers to put the system to use soon.

Another Vote For Stronger Authentication

THE MUNDANE CLICKS of your keyboard's keys give away a lot more information than you might think. Researchers at the University of California, Berkeley have shown that simple off-the-shelf recording equipment can be used to record and decipher what's being typed. During experiments, the researchers were able to successfully recover more than 95% of the characters typed during a 10-minute recording. A special algorithm helps the computer isolate individual keystroke sounds and categorize letters into words by knowing some basic characteristics of English. Running the text through a spelling and grammar check improves the initial results. Researchers have tried similar approaches in the past and were much less successful even in a controlled environment. The Berkeley study is the first to be able to adapt to different typing patterns, keyboards, and users. Theoretically, a snooper could develop a similar way to uncover passwords and other personal information, which is why researchers encourage companies to move away from relying solely on passwords for user authentication.

■ Credit Bureaus Collaborate On Standard

BUSINESSES ARE STRENGTHENING their efforts against identity thieves and other ne'erdo-wells. The three leading credit bureaus—Experian, Equifax, and TransUnion—are working together to develop a shared security standard incorporating code built on an encrypted algorithm and 128-bit, secret-key technologies. The agencies currently use security tools and programs to ensure the security of the financial and personal information they store on most Americans, but cooperating in the development of a single, enhanced standard will make it more difficult for thieves to intercept information and easier for data collection companies to work with the bureaus.

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Manufacturer Presentation



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- Three chassis sizes to choose from
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 - Vista M-series: 9" wide, rack mountable 2-port and 4-port, optional Apple suport
 - Vista L-series: 13" wide, rack mountable, 4-port and 8-port
- Connectors available in two styles
 - DB25 connectors, which use Rose UltraCable
 - PC connectors, uses native connectors for keyboard, monitor, and mouse
- Audio support
- Optional on-screen menu on L-Series units
- Works with all PCs and most UNIX workstations
- USB support on DB25 models
- Select computer from front panel or from easy to use com mands from keyboard
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Manufacturer Presentation

LCD/3 Control Room Consoles

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LCD/3 Features & Benefits

- Lowest profile for easy operator viewing
- Create in-line straight, convex or concave corner consoles
- Multiple-tier options for vertical expansion
- Superb wire management throughout console interior
- TruForm work surfaces and side panels in multiple color options

General Description

The system shall be comprised of floor mounted base module below the work surface with a minimum of 14" (8U) rack space per module. Top 21" (12U) slope modules or LCD monitor pivot mounts above the work surface, assembled together to form an operator work station. Two removable rear panels with 1/2", 3/4",1", and 1-1/2" NEMA custom knockouts & a open base for power & cabling. The system shall have a minimum 1-1/8" (29mm) thick MDF core with PVC covering the entire substraight to create a TruForm work surface. The work surface shall be not less than 15" (381mm) deep overall and shall have a 1-3/4" (44mm) beveled edge along the entire front width.

Module upper section shall allow for a minimum slope of 33° away from the operator for all electronics placed above 19-3/4" (502mm). The sloping module shall accommodate LCD or CRT monitors in a 21" (12U) maximum rack height. Add-on-top modules shall allow for a vertical or a tilt of 27° towards the user of all electronics placed above 38-1/4" (972mm) height from floor level. Top modules shall be provided with removable equipment finishing masks,

where required, and cut to the face size of the specified electronics.

Steel Exterior Finishing Panels

Exterior steel finishing panels shall be a minimum of 20 gauge (.035) sheet metal and attached to the self supporting superstructure framework. All fastening to be unseen from external view.

Side and top finishing panels shall be either slide on, lift off or bolt on type to facilitate ease of access for servicing and shall not require any further mechanical support to provide a secure connection to the system.

Steel or wood finishing panels may be applied following final termination test and commissioning of the specified electronics or earlier as directed, to facilitate a timely and efficient installation and to minimize potential damage to the exterior of the system by others.

Finish and Color

All exterior and frame steel components including drawers, blank panels and shelving shall have a pre-finish of zinc oxide wash primer with a baked black powder coat paint finish of the following specifications.

Self supporting frames and work surface supports are to be supplied in the following color: HBT4-20007 Black.

Side, top, and rear panels, drawers, shelving, and blank filler panels are to be in the following color: HBT4-20007 Black.

All wooden components are to be supplied with a high pressure laminate or PVC film covering the MDF core.

The manufacturer shall provide a written *ten year guarantee* against defects of all component parts, material and workmanship under normal use.

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KVM

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RocketVault™ Backup & Archiving Appliance -- Simply the easiest, most cost-effective data protection solution available. Installs in minutes. Automated, unattended operation.

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Manufacturer Presentation





NetStor WSS - Network Attached Storage

The most configurable and most powerful NAS product in our storage lineup with unmatched flexibility, performance and value. . .

NAS Header:

The core of the solution is contained in the NetStor WSS NAS "Header", controlling all data in and out of the server and housing the operating system. There are three base models to choose from and find the best match for your needs. All models feature available Dual Intel Xeon 3.0GHz EM64T CPU's with an 800MHz FSB and 4GB of DDR2 PC-4200 ECC Registered memory. That's fast! The header also holds the 15,000rpm Ultra320 SCSI or SATA-II 3.0 Gbps hard disk drives in a Hardware RAID 1 configuration, keeping the operating system safe. Dual GigE (100/1000Mb) Ethernet interfaces are standard, and you can bet there are enough options to satisfy your every want.

Storage Arrays:

All of Excel Meridian's SecurStor RAID storage arrays have been certified to work with the NetStor WSS NAS header, and the sky's the limit. Capacity is scalable to 128TB per NAS and you can choose any of our SecurStor RAID array types to best meet your specific application needs. You can even connect to an existing SAN for the ultimate in storage virtualization (Block-level to File-level conversion).

www.Processor.com/ExcelMeridian5

► Windows 2003 Certified

- ► Snapshot file system
- ► File replication services
- ► Distributed file system
- ► Bare Metal recovery
- ► 64TB capacity shares/volumes
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SATA-II 36bps



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Media Degausser

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\$975



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- Save money and time



Tape Controller

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October 14, 2005

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Manufacturer Presentation

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- Monitor and control power using existing NMS software or BayTech's GSM software
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Monitor Power to Circuit Level with True RMS: Current, Voltage, Watts, VA

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- User Level Security. • 300 GB Available Network
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The eGWSRVG combines 120GB of easy-to-use Network Storage (NAS) with an 802.11g Access Point. It conveniently provides a built-in DHCP server that can automatically assign IP addresses, & it also includes a remote backup/restore feature allowing for scheduled backups to protect your data from being lost. The eGWSRVG allows you to share your data & connect users to a wireless LAN all with one simple solution.



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Storage Area Network

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. Manufacturer Presentation .

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Manufacturer Presentation advertisement

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Many advantages and benefits are associated with the RPDU distribution method.

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Installation cost: Power distribution is costly, and cir-

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Installation time: Conventional wiring could take several days to complete, while the RPDU power distribution can be available within a few hours due to the simplicity of the

Quality: Field installed circuits are usually not load tested, therefore reducing the reliability and quality of the distribution circuits and increasing the chance of future failures. The RPDU distribution unit is load tested and each individual receptacle is loaded to 100% of its capacity.

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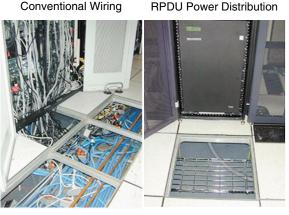
Relocation and reconfiguration: The RDPU can be easily relocated at no additional cost to the end user. Where as in conventional wiring, a total abandonment of the distribution circuits is expected.

Air conditioning: Conduits under computer room floors restrict AC airflow, thus resulting in added cost for additional AC units. By utilizing the RPDU distribution, under floor congestion will be resolved. Fire Suppression: By using the RPDU distribution, all

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RPDU Power Distribution



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For more information:

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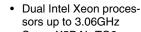
Workstation

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Workstation

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Workstation

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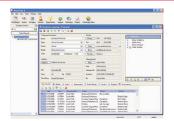
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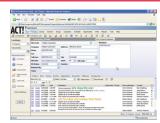
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Sybase IQ 12.5 is a data warehouse platform designed specifically from the ground up for unsurpassed query performance and the lowest total cost of ownership for users' analytical applications. Based on recent TPC-H benchmarks, Sybase IQ is a category-leader in the business intelligence and enterprise data warehousing market, with record-breaking price-performance and storage efficiency, as well as the lowest total cost of ownership.

Sybase IQ is only business intelligence solution available on the market today that offers column-based data warehousing. Unlike traditional databases, Sybase IQ is architected for analytics - not transactions - and the columnbased structure provides significant advantages within a query environment, including reliable performance, easy maintenance, increased scalability and the need for fewer hardware resources.



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DocFinity® electronic document management software can automate and Finity* improve your business processes and

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- Reduce storage space
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Antispam

www.Processor.com/GFISoftware

\$499 50 mailboxes

\$675 100 mailboxes

\$1,350 Unlimited



GFI MailEssentials for Exchange/SMTP

- Block spam at server level no need to update clients
- Bayesian filtering detects 98% of spam
- Automatic whitelist management keep whitelists current • Spam quarantine – sort spam to users' junk mail folders
- Blacklists scanning stop mail from blacklisted senders
- Blocks spam based on message field (Email header)



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Antispam

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Starting at \$495



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PreciseMail Anti-Spam Gateway: Enterprise software solution that eliminates spam & virus threats at the Internet gateway or email server.

- •Proven 98% spam catch rate out-of-the-box
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Antispam

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iHateSpam for Exchange™ installs quickly and easily on Exchange 5.5, 2000, and 2003 servers. Over 4,000 licenses

have been deployed, making it one of the best-selling antispam solutions for Microsoft Exchange.

- Fast setup "configure it and forget it"
- Over 95% spam detection rate
- · Constantly updated spam engine
- Users can manage their own quarantine
- · Customizable treatment of spam

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Antispam

www.Processor.com/Fulcrum

Email Filtering Service Blocks Spam and Viruses -BEFORE They Reach Your Network

- No hardware or software to buy
- End-users manage their own quarantined messages
- Priority antivirus updates from McAfee
- · Easy to add exception rules for designated sender/domain
- Low per user per month charge (as little as \$3/user)

Protect yourself or resell to your clients to lessen legal liability or improve employee productivity. Can help block directory harvest attacks in conjunction with existing firewalls. Easier to manage than server-based solutions. Virus Protection-Spam Protection-Attachment Protection Network and IT Resources-Outbound Filtering-Reporting

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Antispam

www.Processor.com/TumbleWeed

Tumbleweed MailGate™ is a secure, hardened Linux-based appliance, designed to remove spam and viruses from the email systems of small, medium, and large enterprises. MailGate is the only antispam appliance on the market with true artificial intelligence, which is why InfoWorld magazine rated it #1 against all competitors.

What Makes MailGate The Smartest Antispam Choice?

- Install and configure in less than 30 minutes
- Proactive and reactive approaches capture 98% of spam with extremely low false positives
- McAfee or Kaspersky antivirus stops viruses at the network edge
- Lowest total cost of ownership for real savings • Tumbleweed is the trusted leader in email security, with
- over 10 years of innovation and over 1100 customers.



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Manufacturer Presentation

Audio/Video Editing – Data Backup – Imaging Surveillance Systems – Database Storage – File Servers

Sans Digital is a provider of high-capacity, multi-functional advanced storage systems that can be used by various industries, including Corporate Businesses, Government Facilities, Educational Institutions, the Creative Professional Industry, as well as Large Scale Enterprises. Our products provide great solutions for companies and individuals across the world who need effective and reliable data storage systems.

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- Compact external solution designed for portable data
- Utilizing a SCSI Ultra 320 host interface scales up to 2.5TB of capacity.
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- Durable, Stylish aluminum housing with a user-friendly front LCD panel.

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ER316S/F2/F4

- Combines ultimate data protection with superior system performance.
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- Store up to 8TB of data with a State-of-the art RAID 6 engine for the most mission-critical applications.
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Durable, heavy-duty steel housing and a slim control panel with built-in LCD.



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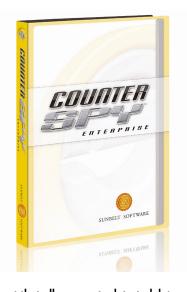
For more information: www.Processor.com/SansDigital2



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Manufacturer Presentation

Centralized Antispyware Management



As an enterprise administrator you need information about the activities of antispyware software on your networks. You need realtime protection. You must have a mechanism for notification when threats are detected or actions are taken. You must have a comprehensive reporting system that will make it easy to provide documentation for your own use and for keeping management informed and justifying budget expenditures.

CounterSpy Enterprise provides you what you need. CounterSpy Enterprise is a powerful centralized policy-based second generation prod-

uct that allows you to detect, delete and protect against over 35 categories of malware. The spyware threat database is updated from multiple sources including Sunbelt's own CounterSpy Research Team, the hundreds of thousands of people that participate in Sunbelt's ThreatNet community of opt-in users, and last but not least, Sunbelt receives new spyware definitions from Microsoft. No other antispyware product can claim that!

CounterSpy Enterprise has the same award-winning active protection that the consumer version had already implemented earlier, but in the Enterprise version the Active Protection is fully policy-based and driven from your centralized admin console. V1.5 has also been tested and is STIG compliant. (Released by the Defense Information Systems Agency, STIG is an acronym for Security Implementation Guide).

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Email

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SuSE Linux Openexchange Server is the modular all-inone communication and collaboration solution that yields savings of up to 63%! More importantly, from day to day you will enjoy the reliable, rapid, and automated coordination of information, documents, appointments, projects, addresses, and resources.

The SpinWeb SuSE Linux Openexchange Server (SLOX) is a self-contained hosted groupware solution that is changing the face of groupware and collaboration. Gone is the need to purchase and maintain expensive hardware for use in-house, the need for a dedicated T1 to host your mail and groupware in-house, and the need for an overworked IT department to keep up with security patches, virus definitions, updates, and system maintenance. Release your IT burdens and let Openexchange, SpinWeb's hosted groupware solution, handle all your groupware needs.



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Automatically Manage Mailboxes, PST Files and Public Folders

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Archive documents and attachments to a secure location, perform keyword searches to locate/retrieve information, enforce retention policies that proactively control storage space, address compliance issues and compact PSTs. Management is transparent to end users and can be applied to certain users or groups. Download a FREE TRIAL today and immediately view statistics across your entire enter-

Prices start as low as \$15.00 per user with volume discounts available.



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GFI MailArchiver for Exchange

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Red Earth

Policy Patrol Email for Exchange Server and Lotus Notes/Domino offers antispam, antivirus, keyword filtering, attachment blocking, compression, disclaimers, signatures and many more email management features. Policy Patrol includes a powerful rules wizard that allows you to create customized user-based rules by specifying conditions, exceptions and actions.

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Stellar E-Mail Shuttle™ is the leading industrial strength migration software providing AnyWhere2AnyWhere™ e-mail migration and directory synchronization to and from Microsoft® Exchange, Novell® GroupWise®, Lotus® Notes®/ Domino®, Fisher TAO, Scalix, Oracle® Collaboration Suite, Sun ONE™, HP OpenMail and IMAP4-compliant systems. For a free evaluation, visit www.Processor.com/Stellar



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AfterMail transforms Email into Enterprise Information AfterMail is a next generation email management solution that addresses current and future email archiving and compliance challenges. AfterMail's approach differs from the other email archiving vendors by:

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- Capturing all email messages and ensuring a definitive record of all communication. • Efficiently storing all email messages and attachments - AfterMail only stores a single copy of every email and every attachment. • Providing access to archived email even when the mail server is down - ensuring no impact to productivity.



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Email Utility

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Add2Exchange for Calendars is an enterprise-wide calendar sync solution for Microsoft Exchange, Outlook, PDA and Smartphone users. Add2Exchange syncs any combination of Outlook calendars - private/mailbox and public/group. Works with Outlook Web Access. Public appointments are duplicated to your private calendar down to your PDA; and from your PDA to your private and back to the public. Free trial at: Processor.com/Advantage



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Email Utility

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The Problem: Email usage, storage and expenses are growing exponentially. Companies cannot:

- Easily retrieve email for increasing requests
- Cost-effectively manage email storage
- Enforce email usage policies

Thousands of dollars are wasted in lost productivity, lawsuits, and fines.

The Solution: Retrieve Emails On-Demand. MailMeter Archive provides a complete and secure archive that improves your visibility and control of email, reduces your mail store by 80%, and eliminates .PST & Quota night-

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insta-REACT! is a SIP-based converged platform for instant voice communications. It provides an all-in-one communication solution as well as a one to one, one to many, and many to many voice communications. All features are delivered on a single software user interface on the user's PC using the corporate network. The Solution provides secure, standard-based multimedia communications including:

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- Numberless Dialing (Paging)
- Voice recording Dynamic conferencing
- Conferencing

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The system feature set is optimized to support the communications needs of any enterprise seeking instant group voice communications, remote workgroups, telecommuters and mobile workforces.



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Air2Web's 2CRM is a set of mobile solutions enabling secure, wireless access to critical data from companies' FFA, Call Center, and SFA applications, including Siebel. From a wireless device, employees are able to securely access, work with, and respond to enterprise data whenever and wherever they

For more info, visit: Processor.com/Air2Web



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Vovence Control

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increases availabilityby preventing errors from being

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QRadar Network Anomaly Detection In Real Time

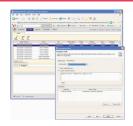
Security is focused on your network's perimeter. So who's monitoring internal activity that threatens your network? QRadar maintains 24-hour vigilance to counter these threats. It learns normal behavior, flags irregular activities and their source, then identifies corrective measures. Visit www.Processor.com/Q1Labs For More Information



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DeviceAuthority Suite -- the leading multi-vendor Network Change & Configuration Management solution providing:

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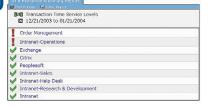


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The industry standard for automated security patch management. Shavlik HFNetChkPro™ is the fastest, easiest, most logical way to secure your network. Start patching in just 30 minutes to ensure that your systems are fully protected.

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NetworkStreaming enables you to support your end users through remote control, on-demand through any firewall! In no time, NetworkStreaming installs, connects, and brings your end user's problems to your desktop from anywhere. Some key features include: unassisted reboot/auto-reconnect, simultaneous multi-system control, file transfer & realtime chat. Free Demo: processor.com/networkstreaming



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- File/Folder split/merge, compare & report Transfer files across networks & nodes
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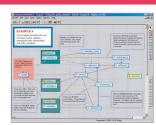
Extensive query-enabled logs are maintained for debugging, and testers find the log invaluable for testing and benchmarking computer hardware and software. For trial copy go to www.Processor.com/Isuru



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Management Suite

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Discovery Processes

- Network Discovery
 - Leak Discovery
- Host Discovery • Device Fingerprint Discovery IPsonar helps mitigate risk by identifying and prioritizing network assets & vulnerabilities. It is regarded as a key first step in maximizing the business value of network security and management solutions because of its unique ability to gather intelligence on the inner workings of IP networks.

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MetaSolv Inventory Management helps you accurately manage all the resources required to deliver communications services, allowing you to identify availability, location, and capacity of your network assets. MetaSolv Inventory Management enables you to keep your inventory "evergreen"-continually refreshed with near real-time visibility into any discrepancies between the actual network and the inventory database. In addition to helping you serve your customers better, this functionality also facilitates your compliance with financial reporting requirements like Sarbanes-Oxley.

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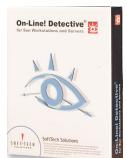


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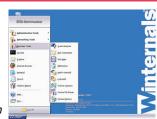
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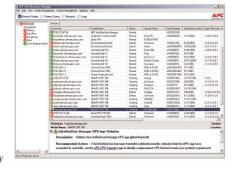




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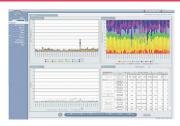
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Firewall Application

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\$99.95

ServerMask modifies your Web server's "fingerprint" by removing unnecessary HTTP response data, modifying cookie values, and adjusting other response information to obscure the identity of your server. Successful obfuscation can confuse hackers, making it more likely they try the wrong exploits first -- and are more easily identified by a firewall or intrusion detection system.



5252 Balboa Ave., Ste. 707 San Diego, CA 92117 Fax: (858) 268-7760

Firewall Application

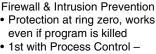
www.Processor.com/NetOp

Retail Price

\$59







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IDS/IPS

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AppRadar for Microsoft SQL Server is a host-based, datbase intrusion protection system empowering enterprises to thwart database-level attacks and malicious behavior. AppRadar provides database-specific, active protection, monitoring, and auditing. As a complementary real-time database intrusion protection system, AppRadar now makes it possible to monitor and defend the data stored within your Microsoft SQL Server database.

- Detects real attacks and misuse on the database focused on detecting and preventing complex attacks from valid users
- Provides administrators full awareness of what has been executed, when, by whom, and where in the database. Providing an audit trail and "real-time" alerting of all database activity without any impact on performance.

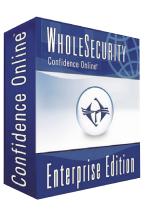


575 8th Avenue 12th Floor

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IDS/IPS

www.Processor.com/WholeSecurity



Worried about worms, Trojan horses and eavesdropping threats?

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- Can be installed using a variety of popular "network push" techniques or disk imaging utilities.
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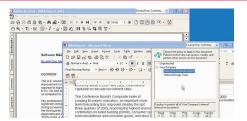
Brigadoon Software

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Nanuet, NY 10954 Fax: (845) 624-0990

Policy Compliance

www.Processor.com/LiquidMachines



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Policy Compliance

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October 14, 2005



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VPN Application

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- When a change is detected, Exposé works with your existing vulnerability scanners.
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Vulnerabiltiy Management

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www.Processor.com/Veritas

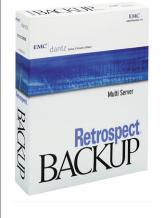
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The CreekPath Information Portal is web-based and simple to use, and it can be accessed from anywhere in the network.



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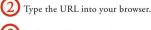
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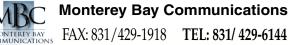
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